

PUBLIC SERVICE COMMISSION OF WISCONSIN
TELEPHONE RATE FILE

AMHERST TELEPHONE COMPANY

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Exchange

All

Section No.

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Sheet No.

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Amendment No.

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PREFACE

SECTION 1

TITLE SHEET

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Applicable to the Intrastate Services of
Amherst Telephone Company

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TARIFF SYMBOLS

A. SYMBOLS USED IN THIS TARIFF

<u>Symbol</u>	<u>Explanation</u>
(C)	Signifies a changed regulation.
(D)	Signifies a discontinued rate, treatment or regulation.
(I)	Signifies an increased rate or new treatment resulting in an increased rate.
(N)	Signifies a new rate, treatment or regulation .
(R)	Signifies a reduced rate or new treatment resulting in a reduced rate.
(T)	Signifies a change in text but no change in rate, treatment or regulation.
/#/	When found in the outer margin of the tariff sheet, signifies material moved from or to another section of the tariff with no change, unless there is another tariff change symbol present.

This symbol is used as a footnote reference, where the # represents numeric characters corresponding to the same symbol in the footnote explanation.

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GENERAL TERMS AND CONDITIONS

TITLE SHEET

SECTION 2

General Terms and Conditions
Applicable to Intrastate Services of
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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS

ACCESSORIES

Devices which are mechanically attached to or used with the facilities and equipment furnished by the Company and which are independent of the communications path of the Telecommunications system. These devices may not replace any of the component parts of the Company's facilities or equipment nor be injurious to the telecommunications network.

AUTHORIZED USER

A person, firm or corporation (other than the customer) on whose premises a telephone, Private Branch Exchange Service, or private line service or channel is located and who may communicate over such channels in accordance with the terms of the tariff.

AVERAGE BUSY SEASON - BUSY HOUR TRAFFIC

The average traffic volume for the busy season, busy hour.

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DEFINITION OF TERMS (Cont'd)

BASE RATE AREA

That portion of the Exchange Area surrounding and including the central office (or offices) within which urban classes of local exchange telephone service are offered at rates that do not vary with the distance from the central office or Exchange Rate Center.

This area may be described in one of the following manners:

- a. as the village or city corporate limits,
- b. as the village or city corporate limits as of a given date, or
- c. by means of a map specifically identifying the area.

BUILDING

A building or buildings in which there is free access between all parts of the structure by means of doors, open archways, elevators, stairways or continuous corridors. Heating tunnels or passageways under or over a thoroughfare or other open space do not make two separate buildings the same building.

BUSINESS SERVICE

Telephone service furnished to customers where the actual or obvious use is principally or substantially of a business, professional, or occupational nature.

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DEFINITION OF TERMS (Cont'd)

CENTRAL OFFICE LINE

A circuit connecting an individual line or party line (including rural) to a main telephone, order turret, or Private Branch Exchange system with a central office.

CENTRAL OFFICE

A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting subscriber lines and trunks or trunks only. There may be more than one central office in a building or more than one central office in an exchange.

CHANNEL OR CIRCUIT

A path for communication between two or more stations or Company offices, furnished in such a manner as the Company may elect, whether by wire, radio, or a combination thereof and whether or not by a single physical facility or route.

CLASS OF SERVICE

The various categories of service generally available to the customer, such as business or residential.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

COMMISSION

The Public Service Commission of Wisconsin.

COMMUNICATIONS SYSTEMS

The term "Communications Systems" denotes channels or other facilities and equipment which are capable, when not connected to telecommunications service, of communications between customer-provided terminal equipment.

COMPANY

The Company is synonymous with Amherst Telephone Company.

CONNECTING ARRANGEMENT

The term "Connecting Arrangement" denotes the equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company. Equipment includes: Network Interface (NI) device or special terminal block and jack.

CONNECTING COMPANY

A corporation, association, partnership or individual owning or operating one or more exchanges and with whom traffic is interchanged.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

CONTINUOUS PROPERTY

The term "Continuous Property" means a continuous plot of ground, including any buildings thereon, which is used exclusively by the customer (or by an authorized user of the customer's service) and which is not separated by property occupied by others or by a public thoroughfare.

CUSTOMER OR SUBSCRIBER

Any person, firm, partnership, corporation, municipality, cooperative organization, governmental agency, etc. provided with telephone service by any telephone utility. Said customer or subscriber is responsible for the payment of charges and compliance with the regulations of the Company.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

The term "Customer-Provided Terminal Equipment" denotes devices or apparatus and their associated wiring provided by the customer which do not constitute a communications system and which, when connected to the communications path of the telecommunications system, are so connected either electrically, acoustically or inductively.

DATA ACCESS ARRANGEMENT

The term "Data Access Arrangement" denotes a protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with the criteria set forth in other parts of this Tariff.

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DEFINITION OF TERMS (Cont'd)

DETERMINATION OF SERVING AREA

- a. A customer located on the opposite side of the thoroughfare from the facilities is considered to be within the area if he can be served by a drop wire using not more than one additional pole.
- b. A customer located on the same side of the thoroughfare as the facilities is considered to be within the area if he can be served by a drop wire not requiring any additional poles.
- c. In no case will a location beyond five hundred (500) feet from the boundary be considered as within the respective Base Rate Area or Exchange Area.

DIRECT ELECTRICAL CONNECTION

The term "Direct Electrical Connection" denotes a physical connection of the electrical conductors in the communications path.

EXCHANGE

A unit established by a telephone utility for the administration of telephone service in a specific area which usually embraces a city, town, or village and its environs. It consist of one or more central offices together with associated plant used in furnishing communications service in that area.

EXCHANGE AREA

The territory served by an exchange, as outlined by an exchange area boundary map.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

EXCHANGE SERVICE

The service of furnishing facilities for telephone communication within a local service area, in accordance with the regulations and charges specified in the Local Exchange and General Exchange Tariffs. Exchange service includes the furnishing of the local facilities required to establish and maintain connection between an exchange station and the toll plant in connection with toll calls.

EXTENDED AREA SERVICE

Interexchange telephone service furnished as a flat rate between one or more exchange areas.

EXTENDED COMMUNITY CALLING (ECC) SERVICE

Interexchange local telephone service furnished at a per minute rate within the Extended Community Calling (ECC) Area.

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DEFINITION OF TERMS (Cont'd)

FLAT RATE SERVICE

Customer exchange service in connection with which a stipulated monthly charge is made covering all messages or message units to telephones bearing certain designations as specified in the applicable Local Exchange Tariff.

FOREIGN EXCHANGE SERVICE

Foreign Exchange Service is exchange service furnished from a central office of an exchange other than the exchange normally serving the area in which the customer is located. It is not available in connection with public or semi-public telephone service.

The rate for Foreign Exchange Service is the rate applicable in the foreign exchange for the class of service furnished. Service charges and rates associated with PBX Service, Centrex Systems, and Key Systems are those charges and rates applicable in the exchange in which the customer is located.

Customers located within two miles of the desired foreign exchange boundary are billed at the cross-boundary foreign exchange rate; for all other customers, the monthly rate is billed at the interexchange foreign exchange rate.

The foreign exchange telephone company providing the customer the telephone number, is considered the switching telephone company.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

GRADE OF SERVICE

(1) An estimate of customer satisfaction with a particular aspect of service, such as loss, noise or echo. (2) In Telecommunications Networks, the proportion of calls that receive no service (blocking) or poor service (long delay). (3) Refers to the number of customers connected to a single Network Access Line, such as one-party, two-party or four-party service.

INDIVIDUAL LINE

A central office line designed for the connection with a main station (not a private branch exchange trunk line).

KEY TELEPHONE SYSTEM

A system in which the telephones have multiple buttons permitting the station user to select outgoing or incoming central office lines directly by depressing the appropriate button.

LOCAL MESSAGE

A communication between a calling telephone and any other telephone within the local service area of the calling telephone.

LOCAL MESSAGE UNIT

The unit of measurement for charging for local message use. A local message, unless furnished as an unlimited local message, may carry a charge of one or more local message units, depending upon destination and length of conversation.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

LOCAL SERVICE

Telephone service furnished between customer's stations located within the same local service area.

LOCAL SERVICE AREA

The Local Service Area for an Exchange consists of the basic exchange area, the Extended Area Service area, and the Extended Community Calling Service Area defined for the exchange.

LOCALITY RATE AREA

That portion of an exchange located beyond the Base Rate Area, and either contiguous or non-contiguous thereto, within which specified urban grades of exchange service are offered at rates which do not vary with the distance from the Base Rate Area, but not necessarily at identical rates to the base rate area.

MESSAGE

A completed customer telephone call.

MESSAGE RATE SERVICE

Customer exchange service in connection with which a monthly charge is made based on the number of messages or message units to telephones bearing certain designations as specified in the applicable Local Exchange Tariff.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

MINIMUM CONTRACT PERIOD

The minimum length of time for which a customer is obliged to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

NETWORK CONTROL SIGNALING

The term "Network Control Signaling" denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing) calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT

The term "Network Control Signaling Unit" denotes terminal equipment furnished, installed, and maintained by the Company for the provision of network control signaling.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

NETWORK INTERFACE (NI)

A Network Interface (NI) is a wiring demarcation unit which conforms with federal regulations for communications companies and may include a line protection device. It is a point of interconnection between the 's incoming lines and a customer's premise wiring. The NI (normally located outside on single and duplex residence service) provides a convenient point for disconnecting service, for installing new wiring or to perform tests of apparent malfunctioning telephones or inside wiring.

OUTSIDE PLANT

The telephone equipment and facilities installed on, along, over, or under streets, alleys, highways, or on private right-of-ways between the central office and customer locations or between central offices.

PREMISES

The space occupied by a customer in a single building or a group of connected buildings.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

PRIVATE BRANCH EXCHANGE (PBX) SYSTEM

A private switching system, either manual or dial, situated on a Customer's premises that is connected by trunks with a central office providing for intercommunication between station lines and for communication with the telecommunications network.

The abbreviation "PBX" is synonymous with Private Branch Exchange System.

A PBX Trunk is circuit connecting the PBX system with a central office.

PRIVATE LINE SERVICE

Private line service is that of furnishing the facilities, including channels and telephone equipment to enable the customer and authorized users to communicate between specified locations for continuous use. It is furnished, subject to the availability of such facilities and the requirements of the Company.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

PUBLIC AND SEMI-PUBLIC SERVICE

Services provided through telephone sets installed at locations where public need exists, such as airports, bus and train stations, hotel lobbies, large business offices, public streets and highways. Both coin collecting, collect call only and credit card accepting telephone sets are used to provide and charge for these services.

REGRADE

An application for a different, usually better, grade of service.

RESIDENCE SERVICE

Telephone service furnished to customers where the actual or obvious use is for domestic purposes.

RURAL LINE SERVICE

Multi-party service, other than two or four-party services, furnished in certain sections outside the base rate area, but within the exchange area.

SAME BUILDING

The term "Same Building" means a structure built as a unit. Abutting buildings are treated as the "Same Building" when there is free internal access between the buildings.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

SAME CUSTOMER

In order for different services to be considered as furnished to the "Same Customer", such services must be billed in the same name.

Note: The business service of a customer, furnished in other than his own name, and his residence service qualify as being furnished to the "Same Customer".

STATION

The term "Station" denotes the network control signaling unit and other equipment at the customer's premises which enables the customer to establish the communications connections and to effect communications through such connections.

TARIFF

The rates, charges, rules and regulations adopted and filed by the Company and approved by the Public Service Commission.

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GENERAL TERMS AND CONDITIONS

DEFINITION OF TERMS (Cont'd)

TELEPHONE SERVICE

The aggregate of all the acts performed by a telephone company in providing a communication channel to its customer. The type of service may be further defined by its type of use at the Network Interface (NI) on the customer's premises.

1. Main Telephone Service: Service supplied by means of an individual line or party line channel, with a central office at the Network Interface to customer provided wiring, and capable of operating a single line telephone.
2. Off-premises Extension Service: Individual line service supplied from the Company side of the Network Interface bridged to a second Network Interface at a premises distant from the primary Network Interface.
3. Key Telephone System Service: A multiple line telephone service supplied to the Network Interface which provides service to a key system and key system telephone sets.
4. Private Branch Exchange (PBX) Service: A telephone service supplied to the Network Interface and provides service to a customer's private telephone switchboard.

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DEFINITION OF TERMS (Cont'd)

TELEPHONE UTILITY

Any person, firm, partnership, cooperative organization, or corporation engaged in the furnishing of telephone service to the public under the jurisdiction of the Commission.

TERMINATION CHARGE

A charge applied under certain conditions, when a contract for service is terminated by the customer before the expiration of the minimum contract period.

TIE TRUNK

A tie trunk is a voice grade communication channel between PBX Systems, Centrex Systems, or between PBX Systems and Centrex Systems.

TOLL MESSAGE

A communication from a calling station to a station located in a different local service area for which a long distance usage charge applies.

TOLL RATE

The initial period charge prescribed for toll messages usually based upon the duration of the initial period and distance between exchanges.

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DEFINITION OF TERMS (Cont'd)

TOLL SERVICE

Telephone service between exchanges or locations for which a toll rate is charged.

ZONING

Zoning involves the establishment of bands or relatively concentric areas throughout an exchange and the offering of only graded service to the customers at specified rates within these particular zones.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS

A. APPLICATION

The rules and regulations specified herein are applicable to the intrastate services and facilities furnished by the Amherst Company, hereinafter referred to as the Company. Failure on the part of the subscribers to observe these rules and regulations of the Company, after due notice of such failure, automatically gives the Company the privilege to discontinue the furnishing of service.

In the event of a conflict between any rate, rule, regulation or provision contained in this tariff and any rate, rule, regulation or provision contained in other tariffs, the rate, rule, regulation or provision contained in this tariff shall prevail.

This Tariff cancels and supersede all other Tariffs of the Company issued and effective prior to the effective dates of this Tariffs.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

B. LIABILITY OF THE COMPANY

1. In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Company and of the other uses for which facilities may be furnished him by the Company and because of the unavailability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.
2. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing service or facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge/rate to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission occurs.
3. The customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

B. LIABILITY OF THE COMPANY (Cont'd)

4. The Company's liability arising from errors in or omissions of directory listings shall be limited to resulting impairment of the customer's service, and the Company may discharge such liability by an abatement or refund of an amount not exceeding the charge for the service, excluding additional message charges, during the period covered by the directory in which the error or omission occurs.
5. The Company is not liable for damages for any accident or injury occasioned by the telephone instrument or by supplementary apparatus provided in connection therewith when such accident or injury is not due to the negligence of the Company.
6. When the lines of other telephone companies are used in establishing connections to points not reached by the Company's lines, the latter company is not liable for any act or omission of the other company or companies.
7. The Company is not liable for any defacement or damage to the customer's premises resulting from the existence of the Company's apparatus and associated wiring on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company.

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RULES AND REGULATIONS (Cont'd)

C. ALLOWANCE FOR INTERRUPTION

The Company will, in the event the customer's exchange service is interrupted, make a subsequent appropriate billing adjustment subject to the following conditions:

1. Credit for interruption is not allowed where the outage is caused by a willful act, or due to the negligence of the customer or the failure of facilities provided by the customer.
2. Upon customer request, a credit will be allowed from the time notification is received from the customer or from the time of discovery by the Company, whichever is earlier, when each interruption comprises at least 24 consecutive hours of outage.
3. A major fraction of the last additional day, consecutive with a period consisting of 24 hours of outage, is considered a full day.
4. Credit for interruption is based upon the number of consecutive days of each outage.
5. For the purpose of determining the allowance for interruption, each month is considered have 30 days. The refund to the customer shall be the pro rate part of the month's charges for the period of days that the portion of the service is rendered useless or inoperative.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

D. CANCELLATION FOR CAUSE

1. Abuse or fraudulent use

The Company may, by at least five days written notice to the customer, without incurring any liability, forthwith deny or disconnect service because of abuse or fraudulent use of service. In case of emergency where the public interest requires immediate action or pursuant to governmental requirements, service may be disconnected without notice. Abuse or fraudulent use of service includes, without specific limitation, the following:

- a. The use of services or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service;
- b. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain telephone service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid payment, in whole or in part, of the regular charge for each service;
- c. The use of service or facilities of the Company for a call or calls, anonymous, or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
- d. The use of profane or obscene language;
- e. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers, and
- f. The impersonation of another with fraudulent intent.

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RULES AND REGULATIONS (Cont'd)

D. CANCELLATION FOR CAUSE (Cont'd)

2. Use Of Service for Unlawful Purposes

Service is furnished with the understanding that it will be used only for lawful purposes. The Company will disconnect or deny service if it has knowledge that the service is being or will be used for unlawful purposes. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, and requests that such service be disconnected or denied.

3. Non-Payment

- a. The Company may, upon at least five days written notice to the customer, disconnect service for non-payment of exchange and toll service charges billed and unpaid for a period of 90 days or less but not older delinquencies, provided the total amount owed for service used exceeds one month's local service charges.

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RULES AND REGULATIONS (Cont'd)

D. CANCELLATION FOR CAUSE (Cont'd)

3. Non-Payment (Cont'd)

b. The Company may disconnect or refuse service for any of the following reasons:

- (1) Failure to pay a delinquent account or to comply with the terms of a deferred payment plan;
- (2) Failure to comply with deposit or guarantee arrangements;
- (3) Where subsequent credit information indicates that the initial application for service was false or incomplete to the extent that a deposit or a guarantee would be required or service refused under the applicable regulations of this tariff or the Public Service Commission of Wisconsin standards for telephone service.

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RULES AND REGULATIONS (Cont'd)

D. CANCELLATION FOR CAUSE (Cont'd)

3. Non-Payment (Cont'd)

c. The Company will not attempt to collect by threat of disconnection or refusal of service for any of the following reasons:

- (1) Delinquency in payment for service by a previous occupant of the premises to be served other than a member of the same household residing at the same premises;
- (2) Delinquency in payment for another class of telephone service;
- (3) Failure to pay another customer's bill as guarantor thereof;
- (4) Failure to pay for advertising charges or bills not based on filed rates and charges, and;
- (5) Failure to pay increased charges applicable to a past period which results from the correction of a misapplication of rates.

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RULES AND REGULATIONS (Cont'd)

D. CANCELLATION FOR CAUSE (Cont'd)

4. Other

- a. The Company may deny or disconnect the service upon five days' written notice to the customer for any of the following reasons, except in the event of abandonment, no notice is required:

- (1) Failure of a customer to make suitable deposit as required by this tariff;
- (2) Any other violation of the Company's regulations filed with the Public Service Commission of Wisconsin or the Federal Communications Commission.

E. DISPUTE PROCEDURE

In the event of a dispute involving a customer's bill, the customer's service shall not be disconnected for non payment of that portion of the bill under dispute pending an investigation by the Company. If the Company determines, following such an investigation, that the service has been provided the customer pursuant to the Company's tariffs and the Public Service Commission of Wisconsin Standards for Telephone Service, and the Company has provided the customer with available substantiating information and the dispute remains unresolved, the Company may then disconnect the service. Upon Public Service Commission of Wisconsin request, a telephone service will not be suspended or disconnected because of an amount involved in a complaint which is before the Commission.

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RULES AND REGULATIONS (Cont'd)

F. BILLING AND PAYMENT ARRANGEMENTS

1. Customer Billing

Bills to customers will be rendered regularly and will contain a clear listing of charges. The Company will comply with reasonable customer requests for itemized statements of charges.

2. Payment for Service

The customer is responsible for payment of all charges for facilities and services furnished the customer, including charges for services originated, or charges accepted, at such facilities by the customer or any other person. All recurring monthly charges are billed in advance. All bills are due when rendered and are payable at any business office of the Company, or any other location designated by the Company. If objection is not received by the Company within 30 days after the bill is rendered, the items and charges appearing thereon shall be deemed to be correct and binding upon the customer.

3. Advance Payments

Applicants for service who have no account with the Company or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment at the time the application is signed, equal to the installation charges and one month's charges for the service provided.

The amount of the advance payment is credited to the customer's account on the first bill rendered.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

F. BILLING AND PAYMENT ARRANGEMENTS (Cont'd)

4. Deposits

The Company may, in order to safeguard its interests, require an applicant or customer to make a suitable deposit to be held by the Company as a guarantee of payment of charges.

The fact that a deposit has been paid in no way relieves the applicant or customer from complying with the Company's regulations as to the prompt payment of bills on presentation.

The deposit shall not exceed an amount estimated to equal the charges for one month's exchange service and two month's toll service.

A residence customer's deposit will be refunded upon request of the customer after twelve consecutive months of prompt payment and will be refunded without request after thirty-six months of prompt payment. A business service customer's deposit will be refunded on request after thirty-six months of prompt payment. If any service is terminated, the amount of the deposit is credited to the customer's account and any credit balance which may remain is refunded.

In the case of a cash deposit, the Company will pay interest pursuant to a. 165.051 (5), Wis. Adm. Code, at the rate set by the Commission on all deposits held for more than 30 days. Interest on deposits is to be calculated at the end of each calendar year, and upon refund to customers. Interest applies to the amount of the deposit, and to all interest earned in previous year(s) If a deposit is held for only a portion of a calendar year, interest is paid only for that portion of time.

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RULES AND REGULATIONS (Cont'd)

F. BILLING AND PAYMENT ARRANGEMENTS (Cont'd)

4. Deposits (Cont'd)

A guarantor, satisfactory to the Company, may be accepted in lieu of or in addition to a deposit. The guarantor shall guarantee payment of all specific charges for telephone facilities and services covered by the guarantee arrangement from the date the guarantee arrangement is entered into. The guarantor's obligation will cease six months after the customer moves to another exchange or discontinues service or upon 30 days written notice by the guarantor to the Company.

Where the customer's business is of a hazardous or temporary nature, the Company may adjust the deposit or guarantee requirement and bill the customer on other than a monthly basis with a corresponding adjustment in the deposit or guarantor requirements.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

F. BILLING AND PAYMENT ARRANGEMENTS (Cont'd)

5. Deferred Payment Agreement

In lieu of a cash deposit or guarantee, an applicant for new residential service who has an outstanding account accrued within the last six years with the same utility shall have the right to receive service from the utility under a deferred payment agreement for the outstanding account.

A deferred payment agreement is available to residential subscribers unable to pay an outstanding bill in full. The terms include a reasonable initial payment and installment payments to pay the outstanding bill within a reasonable time. No finance charge applies.

Any payment made by a customer in compliance with a deferred payment agreement will first be considered in payment of the previous outstanding account with any remainder credited to the current bill. If a telephone subscriber has not fulfilled the terms of a deferred payment agreement, the Company shall have the right to disconnect the telephone service upon at least five calendar days written notice and under such circumstances the Company shall not be required to offer subsequent negotiation of a deferred payment agreement prior to disconnection.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

G. DIRECTORIES

1. Ownership and Use

Telephone directories distributed by the Company remain the property of the Company, and shall be surrendered upon request or upon delivery of the subsequent issue.

2. Distribution

The Company will revise and distribute directories annually except for special cases allowed by the Public Service Commission of Wisconsin when the number of changes and new listings do not warrant such action. When an abnormally large number of changes and new listings occur a shorter interval may be used. Directories will be distributed without charge for each local access line and Company provided extension instrument. Additional directories will be furnished at the discretion of the Company and a reasonable charge may apply.

3. Listings

The Company will, where practicable, include all listings for a local calling area within a single volume. When such listings are not furnished, information will be provided in the directory as to the method of obtaining these listings.

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RULES AND REGULATIONS (Cont'd)

G. DIRECTORIES (Cont'd)

4. Cover Information

The directory front cover will be printed to include:

- a. The Company name;
- b. Exchange or exchanges included in the directory;
- c. Month and year issued;
- c. Area code, and
- d. Common governmental emergency numbers (on inner or outer face).

5. Prominently Displayed Directory Information

The following information will be prominently displayed on front information pages:

1. The warning on obtaining telecommunications service by fraud Section 943.45, Wisconsin;
2. A warning that nuisance calls are prohibited by Section 947.01, Wisconsin Statutes;
3. A list of extended area service points;
4. Repair service number; and
5. Pertinent instructions for the use of local, extended area, and toll service.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

G. DIRECTORIES (Cont'd)

6. Yellow Pages Advertising

The Company assumes no liability whatever for damages arising from errors or omissions in the making up or printing of the advertising section (yellow pages). The only action taken in this case would be the cancellation of the charges and refunding of any charges already paid, for the directory advertising in question.

H. Telephone Numbers

The customer has no property right in telephone numbers or any right to the establishment or continuance of service through any particular central office, and telephone numbers and the central office designation, or both, may be changed by the Company whenever exigencies of the business so require.

I. OVERTIME WORK OR WORK PERFORMED OUTSIDE REGULAR WORKING HOURS

Except as specified in other sections of this tariff, the rates and charges specified contemplate that all work on the customer's premises be performed during regular working hours and that such work once begun will not be interrupted by the customer. If a customer requests that such work be performed outside of regular working hours, either to meet his convenience or because the time allowed is insufficient to permit completion during regular working hours, or interrupts such work which has begun, the customer may be required to bear any additional costs incurred.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

J. TRANSMITTING MESSAGES

In connection with general and dispatching service, the Company does not undertake to transmit messages, but offers the use of its facilities for communications between its customers.

K. OBLIGATION TO ESTABLISH IDENTITY

The calling party (or customer) shall establish his identity in the course of any communication as often as may be necessary.

The calling party (or customer) shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called telephone.

L. LIMITED CONVERSATION

The Company reserves the right to limit the length of conversation when necessary in times of emergency resulting in a shortage of facilities.

M. OBLIGATION TO FURNISH SERVICE

The Company's obligation to furnish service is dependent upon its ability to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

N. APPLICATIONS FOR SERVICE

Applications for service and facilities made verbally or in writing become contracts upon the establishment of the service or facility.

Any change in rates or regulations prescribed by public authority having jurisdiction modifies all terms and regulations of contracts to the extent of such change.

O. USE OF CUSTOMER SERVICE

1. The customer subscribing to telephone service is responsible for its use and for the payment of all charges in connection therewith, and shall exercise such control as may be necessary to insure that it is not improperly used. If the use of service interferes unreasonably with the service of other customers, a customer may be required to take service in sufficient quantity or of a different class or grade.
2. The service is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

O. USE OF CUSTOMER SERVICE (Cont'd)

3. The use of customer service, as distinguished from public or semipublic service, is limited as follows:
 - (a) Customer service (residence) is furnished only for use by the customer, his family, persons residing in the customer's household, or guests of the customer, except as the use of the service may be extended to persons temporarily subleasing a customer's residential premises.
 - (b) Customer service (business) is furnished only for use by the customer, his employees, representatives, patients or guests except as provided in O.1. preceding and as the use may be extended to joint users in accordance with the "Joint User" provisions of this Tariff.
4. The Company may decline to install customer service, or to permit such service to remain, on premises of a public or semi-public character where the instrument is so located that the public in general or the patrons of the customer may make use of the service.

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RULES AND REGULATIONS (Cont'd)

P. APPLICATION OF BUSINESS AND RESIDENCE RATES

1. The determination as to whether telephone service should be classified as business or residence is based on the character of the use to be made of the service. Service is classified as business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature. Where the business use, if any, is incidental and where the major use is of a social or domestic nature, service is classified as residence service if installed in a residence.
2. Business rates apply at the following locations, among others: In offices, stores, and factories, and in quarters occupied by clubs, lodges, fraternal societies, schools, colleges, libraries, hospitals, and other business establishments.
3. In any residence location where there is substantial business use of the service and the customer has no service elsewhere at business rates, the service shall be classified as business and business rates applied.
4. Residence rates apply at the following locations, among others:

In private residences, in the residential portion of hotels, apartment houses, boarding houses, churches, or institutions when the use of the service is confined to the domestic use of the business and listings of a business character are not furnished.

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GENERAL TERMS AND CONDITIONS

RULES AND REGULATIONS (Cont'd)

Q. INITIAL PERIOD OF SERVICE

Unless otherwise specified herein or elsewhere in the Company's Tariffs, the minimum contract period for exchange service is one month from the date service is established and the minimum charge is the established rate for one month.

R. TERMINATION OF SERVICE

Contracts for service or facilities may not be terminated except upon advance notice - written or verbal - to the Company, at which time there is due and payable all unpaid charges or guarantees for the period the service, equipment, or facilities have been furnished and all applicable minimum and termination charges.

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RULES AND REGULATIONS (Cont'd)

S. USE AND OWNERSHIP OF COMPANY PROVIDED EQUIPMENT ON
CUSTOMER'S PREMISES AND RIGHT OF ACCESS THERETO

1. Equipment and facilities on the customer's premises necessary to the furnishing of service, excluding power wiring and outlets for which the customer is responsible, maybe provided by the Company except as expressly provided in sections of this Tariff, and all work of installation, relocation, changing and maintenance of such equipment and facilities on the customer's premises is done by the Company. Equipment and facilities furnished by the Company on the customer's premises are the property of the Company, whose agents and employees shall have the right to enter the premises at any reasonable hour for the purpose of installing, inspecting or repairing, or upon termination of the service, or removing Company owned equipment and facilities,
2. Except as otherwise provided in this Tariff, equipment, instruments and lines are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Company or licensed other common carrier, without the written consent of the Company. However, customers who furnish telephone service to guests or patients, may recover billed charges of the Company for local and toll messages placed by guests or patients. Also, any federal, state, or local governmental entity (including counties, cities, towns and villages) may authorize any other governmental entity to use its telecommunications equipment or service, and may recover for such use a portion of the charges billed by the Company to it for such equipment or service.

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S. USE AND OWNERSHIP OF COMPANY PROVIDED EQUIPMENT ON
CUSTOMER'S PREMISES AND RIGHT OF ACCESS THERETO (Cont'd)

3. The Company undertakes to maintain and repair the Facilities which it furnished to customers. The customer shall be responsible for damages to facilities of the Company caused by the negligence or willful act of the customer or authorized user. The customer or authorized user may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any equipment installed by the Company except as authorized in other portions of this Tariff or upon written consent of the Company.

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GENERAL TERMS AND CONDITIONS

INTERCONNECTION WITH CUSTOMER OWNED COMMUNICATIONS
EQUIPMENT AND WIRING

A. GENERAL REGULATIONS

1. General

Customer provided facilities may be used with facilities furnished by the Company for the purpose of securing telecommunications services subject to the provisions of this tariff.

2. Responsibility of the Customer

The customer-provided equipment shall not endanger the safety of Company employees or the public, or impair the operation of the Company system. The customer will be solely responsible for any loss or damages, or for impairment or failure of service, due to the use of customer-owned or customer-provided equipment or facilities.

The customer shall be responsible for the payment of Company charges for service calls by Company employees to the customer's premises where a service difficulty or trouble report results from the customer-provided equipment. A maintenance service charge will apply.

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GENERAL TERMS AND CONDITIONS

INTERCONNECTION WITH CUSTOMER OWNED COMMUNICATIONS
EQUIPMENT AND WIRING (Cont'd)

A. GENERAL REGULATIONS (Cont'd)

3. Responsibility of the Company

The responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities.

4. Network Control Signaling

Satisfactory performance of the telecommunications network requires continuing functional comparability of the network control signals and the switching equipment involved. This may require a Company supplied and maintained signaling device.

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GENERAL TERMS AND CONDITIONS

INTERCONNECTION WITH CUSTOMER OWNED COMMUNICATIONS
EQUIPMENT AND WIRING (Cont'd)

B. WIRING

1. Customer premise wiring and jacks will be connected to a Company provided Network Interface (NI). The Network Interface device will be located near where service enters the premises:
 - a. Outdoors for single-line installations in single and duplex buildings (where reasonably practical).
 - b. Indoors for multi-unit and multi-line installations (where reasonably practical).
2. When encountering unusual circumstances, the Company will make efforts to install the Network Interface in a location agreeable to the Company, premises owner, and the customer.
3. The Company will install a Network Interface without additional charge(s) in the following instances:
 - a. New service installations.
 - b. Any service or repair call to a customer's premises (if time permits).

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GENERAL TERMS AND CONDITIONS

INTERCONNECTION WITH CUSTOMER OWNED COMMUNICATIONS
EQUIPMENT AND WIRING (Cont'd)

B. WIRING (Cont'd)

4. Customers requesting Network Interfaces in situations other than those previously stated may be charged the applicable non-recurring charges for installation as specified in other sections of this tariff.
5. Customers without a Network Interface experiencing problems resulting from customer premise wiring malfunctions will not be charged a Maintenance of Service Charge and will have a Network Interface installed for no charge.
6. The Company will provide upon customer request, a simple inside wiring diagram.

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INTERCONNECTION WITH CUSTOMER OWNED COMMUNICATIONS
EQUIPMENT AND WIRING (Cont'd)

C. TELEPHONE EQUIPMENT

1. Any apparatus or devices required for satisfactory operation of customer owned or provided equipment or facilities of the Company shall be provided by or at the expense of the customer.
2. For the purpose of securing telephone service, facilities owned by the customer may be connected with the facilities of the Company, as provided herein, when such connection is required by military necessity or public safety, or when the customer owned facilities are in a location so hazardous, remote or inaccessible that the Company considers it undesirable to install its own facilities in such a location.
3. Customer Provided Protective Circuitry and terminal equipment may be connected at the customer's premises to facilities furnished by the Company for use with telecommunications service upon proof of compliance to the following conditions:
 - (a) The customer must comply with part 68, of the Federal Communication Commission Rules and Regulations.
 - (b) The protective circuitry and terminal equipment must comply with Part 68 of the Federal Communication Commission Rules and Regulations.

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TELEPHONE RATE FILE

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GENERAL TERMS AND CONDITIONS

INTERCONNECTION WITH CUSTOMER OWNED COMMUNICATIONS
EQUIPMENT AND WIRING (Cont'd)

D. RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS

1. Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, customer-provided voice recording equipment may be connected with telecommunications services.
2. The customer-provided voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the services of the Company or switched on and off. In addition, one of the following conditions must apply:
 - a. All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of the recording, or
 - b. A distinctive recorder tone, repeated at intervals of approximately fifteen seconds, is required to alert all parties when the recording equipment is in use. The distinctive recording tone can be provided as part of (1) the recording equipment, (2) Customer-provided registered or grandfathered protective circuitry, or (3) a grandfathered Company-provided connecting arrangement.

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GENERAL TERMS AND CONDITIONS

INTERCONNECTION WITH CUSTOMER OWNED COMMUNICATIONS
EQUIPMENT AND WIRING (Cont'd)

E. RESPONSIBILITY OF THE COMPANY

1. Telecommunications services are not represented as adapted to the use of a customer-provided terminal equipment or communications systems. Where customer-provided terminal equipment or communications systems are used with telecommunications services, the responsibility of the Company shall be limited to the furnishing of service components suitable for telecommunications services and for the design, maintenance and operation of such service components in a manner proper for such services.

Subject to this responsibility the Company shall not be responsible for (1) the through transmission of signals generated by customer-provided terminal equipment or communications systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided terminal equipment or systems, or (3) address signaling where such signaling is performed by customer-provided signaling equipment.

2. The Company will, at the Customer's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit customer-provided terminal equipment to operate in a manner compatible with telecommunications services.

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GENERAL TERMS AND CONDITIONS

INTERCONNECTION WITH CUSTOMER OWNED COMMUNICATIONS
EQUIPMENT AND WIRING (Cont'd)

F. MAINTENANCE SERVICE CHARGE

1. A non-recurring charge will apply for each repair visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in a customer provided item of terminal equipment or protective circuitry connected to Company facilities.
2. This Maintenance Service Charge is not applicable if the customer does not have a Network Interface and the difficulty is due to wiring.

G. CONNECTION TO COMPANY FACILITIES VIA PROTECTIVE CIRCUITRY

Customer provided equipment not approved by the Federal Communication Commission, or FCC approved equipment to be connected to party lines, may only be connected with a Network Interface provided at the customer's expense.

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GENERAL TERMS AND CONDITIONS

NONUTILITY MERCHANDISING

A. GENERAL

Nonutility Merchandising is the sale or lease of equipment or services under terms which are not regulated by the Public Service Commission.

B. EQUIPMENT AND SERVICES TO BE PROVIDED UNDER NONUTILITY MERCHANDISING:

1. All equipment that may be used directly or indirectly with any type of telephone service or ancillary equipment used directly or indirectly with any type of telephone service including but not limited to telephones mobile telephone equipment, private branch exchange systems, alarms, paging systems, pagers, computers, modems, electronic equipment and any ancillary equipment including inside wiring.
2. Services shall include any and all service related to maintaining, repairing, installing and removing any equipment that may be used directly or indirectly in conjunction with any type of telephone service provided by the Company.

C. GEOGRAPHIC AREA SERVED

Geographic Area Served shall include the service area of the Company and any area beyond that service area that the Company's management deems reasonable considering the competitive nature of the merchandising.

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Exchange ALLSection No. 2Sheet No. 52Amendment No. C 2

GENERAL TERMS AND CONDITIONS

TEMPORARY SUSPENSION OF SERVICE

A. GENERAL

1. Upon request, local exchange telephone service may be temporarily suspended. Temporary Suspension of Service enables a customer to continue a listing in the directory, reserve his telephone number and plant facilities for future use and avoid encumbrance of a Service Connection Charge(s) at the time service is activated. Temporary Suspension of Service offers a customer reduced rates for periods where service is not needed such as inactive seasonal periods or times a customer leaves on vacation.
2. Service may be suspended temporarily prior to the expiration of the initial service period; however, the rate which applies for suspension shall not reduce the total charges applicable to the initial 30 day minimum service period.
3. Temporary Suspension of Service is not available to Foreign Exchange Service, cable carrying charges in lieu of mileage charges, certain portions of PBX services, or during any service period required by a contract between the Company and the customer.
4. The minimum period of Temporary Suspension of Service is one (1) month.
5. The maximum period of Temporary Suspension of Service is six (6) months in each annual period.
6. Temporary Suspension of Service of a Portion of Service

A customer with Private Branch Exchange service, order receiving service or key telephone service may temporary suspend a portion of the service furnished. Such temporary suspension is applicable only to such positions, trunks, telephone lines as can be temporarily suspended without suspension of the entire service.

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GENERAL TERMS AND CONDITIONS

TEMPORARY SUSPENSION OF SERVICE (Cont'd)

A. GENERAL (Cont'd)

7. Temporary Suspension of Service of an Entire Service

A customer for any grade of local business or residence service may temporarily suspend the entire service furnished.

B. RATES FOR TEMPORARY SUSPENSION OF SERVICE

1. Temporary Suspension of Service of a Portion of Service

The rate to be charged during the period of suspension shall be equal to 50% of the monthly exchange service rate for the service and facilities suspended, excluding cable carrying charges on which no reduction applies.

2. Temporary Suspension of Service of Entire Service

a. Residence Service:

The rate to be charged during the period of suspension shall be 50% of the monthly exchange local service rate.

b. Business Service:

The rate to be charged during the period of suspension shall be 50% of the monthly exchange local service rates. No reduction applies on rates for cable on private property furnished at charges based on cost in lieu of mileage charges.

c. There are no Service Connection Charges for the restoral of service.

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GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES

A. GENERAL

1. Construction Charges are applicable to customers under certain conditions for the establishment or rearrangement of communications services when suitable plant facilities are not available or when the construction of the necessary facilities involves excessive costs.
2. Construction Charges are applicable under certain conditions as hereinafter set forth and are in addition to the rate for the class of service furnished and any service charge, installation charge, nonrecurring charge, mileage charge or other similar charges that may apply as specified in this tariff.
3. Construction Charges are payable upon application for service or, at the option of the Company, when billing is rendered by the Company.
4. The word "cost" when used in this section, means the in-plant cost consisting of labor, materials, supervision and other overhead expenses associated with the construction. Estimated cost will be used when requested by the subscriber. Actual cost will be used where practical.
5. The term "poles" as used in this section includes the anchors, braces, guys, stubs and other fixtures required to support the poles.
6. Except as otherwise provided herein, the regulations in this tariff contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The applicant may be required to pay the additional costs involved where a different type of construction than that proposed by the Company is desired.

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Exchange ALLSection No. 2Sheet No. 55Amendment No. 1000

GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES (Cont'd)

A. GENERAL (Cont'd)

7. When an applicant is so located that it is necessary to use private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the costs incurred in securing, clearing, and retaining such right-of-way.
8. When a charge is applicable for construction on either a public road or on private property, the customer may undertake, where in the opinion of the Company it is practicable for him to do so, such construction in whole or in part, in lieu of the Construction Charges which apply. In all cases of construction by the customer, the material furnished and the method of construction are subject to the approval of the Company.
9. Any poles, conduit, underground construction or other plant provided at the expense of the customer, on either a public road or on private property, shall not be used by the customer for any purpose other than service furnished by the Company or the support of cable, wire or other apparatus of the Company, except upon approval of the Company.
10. Where builders or developers required advance construction of facilities for the anticipated use of others, a guaranty or payment bond satisfactory to the Company to cover the cost of such construction, may be required before construction work is started.

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GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES (Cont'd)

B. REGULATIONS

1. Usual Construction for Permanent Service

The regulations contained herein contemplate usual construction, i.e., the type of construction which the Company would provide for the area and for the quantity and class of service involved in the decision rested solely with the Company. The Company will place either aerial or underground construction and will determine, in each case, which is the usual type of construction to be used to furnish service.

In all cases of usual construction on public road to serve one or more customers or on private property to serve customers in general, ownership of the poles, conduit, and other plant must be vested either in the Company or some other company with which the Company has a joint use arrangement. All plant is maintained and replaced at the expense of the Company.

2. Construction Provided by the Customer

When the construction is provided by the customer, any poles, conduit and underground construction necessary to furnish service shall be maintained and replaced at the expense of the customer and shall remain the property of the customer.

In case the customer prefers to use the poles, conduit and underground construction of another company or individual and such poles, conduit and underground construction are suitable in the opinion of the Company, the may do so provided any attachment or other charges made for the use of such poles, conduit and underground construction are paid by the customer.

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GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES (Cont'd)

B. REGULATIONS (Cont'd)

3. Special Construction for Permanent Service

- a. When it is necessary for the Company to provide outside plant construction, either on a public road or on private property, or house cabling or inside wiring, which is other than that usually provided for the area and class of service furnished, the customer or other party requiring such special construction is required to pay the difference between the estimated cost of usual construction and the estimated cost of the type of construction provided under the conditions specified herein. Such special construction includes:

- (1) Underground construction where aerial construction would usually be provided;
- (2) Submarine cable;
- (3) Greater quantity or a different type of facilities than that which the Company would otherwise construct in order to fulfill the customer's initial requirements for service;
- (4) Routing facilities different from that which the Company would normally utilize, and
- (5) Expedition of the construction of facilities at greater expense than would otherwise be incurred.

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GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES (Cont'd)

B. REGULATIONS (Cont'd)

3. Special Construction for Permanent Service (Cont'd)

- b. The Company will, in all cases, bear the same amount of the cost as in the case of usual construction provided under paragraph 1. preceding.

(1) Outside Plant Construction

(a) On public roads or on private property

The customer or other party requiring the special construction is required to pay the difference between the total estimated cost of such special construction and the amount to be borne by the Company. All plant is maintained and replaced at the expense of the Company, except where poles or conduit are owned by the customer, in which case the customer is required to maintain such poles or conduit.

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GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES (Cont'd)

B. REGULATIONS (Cont'd)

3. Special Construction for Permanent Service (Cont'd)

b. (Cont'd)

(2) House cabling or inside wiring

- (a) It is the responsibility of the customer to provide a means of entrance into the building which is satisfactory to the Company and to provide space for mounting the necessary terminal and station protection equipment and, where riser cable is required, a reusable means to reach each floor and each suite or office on each floor where the telephone service is desired.
- (b) Where customer-provided telephone systems and facilities within a building or structure are to be interconnected with Company provided facilities, the Company will provide house cabling or inside wiring, if required, to the nearest point of the customer's premises, which is satisfactory to the Company, within a building or structure.

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GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES (Cont'd)

B. REGULATIONS (Cont'd)

3. Special Construction for Permanent Service (Cont'd)

b. (Cont'd)

(2) House cabling or inside wiring (Cont'd)

(c) Any required conduit or similar type construction involved in furnishing concealed wiring must be installed and maintained at the expense of the customer. Such construction must be installed in a manner which is acceptable to the Company.

(d) Where, due to the type of construction of the building or the conditions imposed by the customer, abnormal expense is incurred by the Company, the customer is required to pay the difference between the estimated expense and the nonrecurring charges specified elsewhere in this tariff which would normally have applied for the installation.

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GENERAL TERMS AND CONDITIONS

CONSTRUCTION CHARGES (Cont'd)

B. REGULATIONS (Cont'd)

4. Temporary Construction

When construction is required for temporary service (for a period less than 3 years), and the construction is located inside or outside the Company's base rate area, and there is no immediate prospect (within 6 months of service disconnection) of reusing the plant provided, the customer is required to bear all of the cost of such construction.

The regulations applying to ownership and maintenance of such temporary construction are the same as apply to usual construction for permanent service.

5. Rearrangement or Relocation of Existing Construction

When the Company is requested to move or change existing construction, the customer or other party requiring the move or change is required to pay the entire cost incurred by the Company properly attributable to such relocation.

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GENERAL TERMS AND CONDITIONS

SPECIAL SERVICE ARRANGEMENT

1. DESCRIPTION

Special equipment and service arrangements, for which provision is not otherwise made in this tariff, is furnished whenever practical, if in connection with and not detrimental to any of the services furnished by the Company under this tariff. Charges/rates are based on costs when such a Special Service Arrangement is required to meet the unique requirements of a small number of Customers. A minimum charge is applicable for the processing of a request for a Special Service Arrangement whether or not service as requested is furnished.

2. CHARGE

Special Service Arrangement Charge

Per Request

\$50.00

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GENERAL TERMS AND CONDITIONS

PROMOTIONAL SERVICE OFFERING

A. DESCRIPTION

1. A Promotional Service Offering is a special service offering to customers used as an inducement to utilize the service(s) of the Company.
2. The Promotional Service Offering tariff filing process consists of a promotional waiver form. The promotional waiver form describes the service to be promoted, the rates and/or charges waived, and the dates of the promotion.
3. Upon Commission approval of the proposed promotional waiver, a copy of the form is filed in the Company's tariff

B. TARIFF FILING PROCESS

- I. Except as specified in 2. following, promotional waiver forms are filed in this Section of the Tariff by amendment number following this tariff sheet. The amendment number, which is assigned by the P.S.C. of W., appear in the upper right hand corner of the promotional waiver form.
2. Promotional waiver forms normally appear following this tariff sheet, however, there may be instances where the promotional waiver information is contained within the tariff of a specific product/service. Some tariffs may contain terms/regulations that provide for a waiver of the rates/charges when a central office is newly equipped to provide an existing tariffed service. Additionally, new services may be introduced to the market with tariff provisions that provide for a promotional service waiver.
3. The promotional waiver form should be removed from the tariff upon expiration of the promotional period.

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GENERAL TERMS AND CONDITIONS

FIELD TRIALS

A. DESCRIPTION

The Company, as part of its utility undertaking, may from time to time conduct field trials of a new or existing service(s) to selected customers. The results of the field trial are used to determine whether a service or change in service is attractive to customers and if it should be offered to all customers. The results of a field trial may also be used to evaluate a customer's acceptance of various rate levels and/or rate structures and provide evaluation of trial promotions. This process may also be used to determine if the technology used to provide the service is compatible with the technologies employed by the customer's equipment. The results of the field trial will be a factor used by the Company in determining whether or not to offer a new service, to determine if a promotion should be extended to the total market, or in developing effective promotions for application in the total market.

B. REGULATIONS

1. The Company will conduct field trials only on service(s) anticipated to be offered under tariff.
2. The Company will inform the Commission upon commencement of a field trial, except that should the service subject of the field trial present privacy implications, notice will be provided in advance of the field trial.

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GENERAL TERMS AND CONDITIONS

FIELD TRIALS (Cont'd)

B. REGULATIONS (Cont'd)

3. The Company will provide the following information for field trials:
- (a) A description of the field trial.
 - (b) The purpose or objective statement of the field trial.
 - (c) The duration of the field trial.
 - (d) The number and/or types of customers to be included in the filed trial.
 - (e) The intended rates/charges for the field trial offering unless ICB rates/charges are used.
 - (f) The rates/charges being waived if the field trial is a promotion.

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GENERAL TERMS AND CONDITIONS

FIELD TRIALS (Cont'd)

B. REGULATIONS (Cont'd)

4. Customers participating in a field trial will be advised of the terms and conditions of payment, if any, prior to the commencement of the field trial.
5. Following the completion of a field trial, in the event that the service subject of the field trial is not offered under a general tariff, customers participating the field trial may be allowed to continue to receive the service where discontinuance of service would be disruptive to the customer's operations. Where applicable, the right to post-trial continuing service in the absence of a general tariff offering will be established with the customer at the inception of the field trial. Rates for service subject to trial promotional discounts not adopted as a general tariff offering will revert to the standard tariff rates at the conclusion of the field trial.
6. Field trial promotions involving discounts from tariffed rates or waivers of tariffed non-recurring charges will be limited in scope to that level necessary to allow evaluation of the parameters being tested.

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GENERAL TERMS AND CONDITIONS

JOINT USER SERVICE

A. GENERAL

1. Joint user service is an arrangement whereby a person or firm, whose telephone needs are not such as to justify the provision of separate telephone service, is permitted to use the service of an existing customer. To facilitate this use, a listing in the alphabetical section of the directory is provided for each joint user. This service is not designed to meet situations where a customer is engaged in furnishing service of a secretarial nature or is in the business of renting office space to transient or permanent tenants and desires to furnish telephone service to his leases.
2. The joint user must be located in the same office or suite of offices or in offices immediately adjacent to and connected with the office of the subscriber and must be so located as to be accessible to the telephone to be used. Joint use of hotel service is not furnished for persons or firms occupying stores, shops, or offices in transient or family hotels.
3. All arrangements for joint user service must be made by the subscriber who is held responsible for all charges for service including those incurred by the joint user.
4. Not more than one joint user is permitted for each individual line or PBX trunk and not more than two joint users are permitted per customer service at any given location.
5. The charges for joint user service date from the day the information records are posted.

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GENERAL TERMS AND CONDITIONS

JOINT USER SERVICE (Cont'd)

B. RATES

1. The following monthly rates are applicable for business Joint User Service:

	<u>Code</u>	<u>Monthly</u>
Joint User Service		\$3.00

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GENERAL TERMS AND CONDITIONS

CUSTOMER PREMISE INSIDE WIRING

A. GENERAL

1. Premises inside wire and jacks associated with residence and business one party line Exchange Telephone Services may be provided by either the Company or the customer as determined by the customer.
2. Premises inside wire provided by the customer is connected to Exchange Telephone Service at the Network Interface (NI).
3. The Network Interface is provided as part of Exchange Telephone Service at no additional monthly rate and will be installed inside the customer's premises at a location determined by the Company which is accessible to the customer. The location of the Network Interface shall be in close proximity to the protector or equivalent.
4. Company-provided stations and standard jacks may be connected to customer-provided inside wire subject to rates and charges filed elsewhere in this Tariff.
5. The Company will maintain customer-provided inside wire and jacks at no charge. This provision of maintenance will remain in effect on an interim basis until such time as the Public Service Commission of Wisconsin promulgates otherwise or the Company submits revisions to this Tariff.
6. In the event that the customer, or someone on the customer's behalf, provides, maintains or attempts to provide or maintain inside wire, the customer shall indemnify and hold the Company harmless from any and all liability for damage to property or death of or injury to any person or persons directly or indirectly arising out of or caused, in whole or in part, by the customer's acts or those of anyone acting on the customer's behalf.

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GENERAL TERMS AND CONDITIONS

CUSTOMER PREMISE INSIDE WIRING (Cont'd)

B. RESPONSIBILITY OF THE CUSTOMER

1. Where the customer elects to provide inside wire and jacks, the installation must be accordance with technical standards as shown under paragraph D. herein.
2. In the event that the customer provides, maintains or attempts to provide or maintain inside wire, the customer assumes the risk of loss of service, damage to property or death to or injury of the customer or anyone acting on behalf of the customer.
3. In those instances where the Company makes a repair visit to the customer's premises and the service difficulty or trouble results from customer-provided inside wire or jacks that are not installed or maintained in accordance with technical standards for such installations, the customer is responsible for the payment of the maintenance service charge filed in Section 3 of this Tariff. If the customer elects to have the Company replace such inside wire or jacks after determining that the trouble is located therein, the customer will be subject to the appropriate Service Connection Charges filed in Section 3 of this Tariff in lieu of the Maintenance of Service Charge as specified in Section 3.

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GENERAL TERMS AND CONDITIONS

CUSTOMER PREMISE INSIDE WIRING (Cont'd)

C. VIOLATION OF REGULATIONS

1. Where any customer-provided inside wire and jacks have been installed or any inside wire and jacks have been maintained by the customer in violation of the technical standards referenced in Paragraph D herein, the Company will promptly notify the customer of the violation and will take such immediate action, including the disconnection of service, as is necessary for the protection of the telecommunications network and Company employees.
2. The customer shall discontinue use of the customer-provided inside wire and jacks or correct the violation and notify the Company in writing within 10 days after receipt of such notice that the violation has been corrected.
3. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of the Tariff.

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PUBLIC SERVICE COMMISSION OF WISCONSIN
TELEPHONE RATE FILE

AMHERST TELEPHONE COMPANY

Name of Utility

Exchange ALLSection No. 2Sheet No. 72Amendment No.

GENERAL TERMS AND CONDITIONS

CUSTOMER PREMISE INSIDE WIRING (Cont'd)

D. STANDARDS FOR CUSTOMER PREMISES INSIDE WIRE

1. General

- a. This Section sets forth minimum technical, material and quality of work standards applicable to the provision of inside wiring. Wiring must be used only with FCC registered or grandfathered non-button and/or single button telephone sets and associated ancillary devices.
- b. The standards set forth in this Section are subject to change as FCC policy, legislative or technological methods evolve.
- c. Customer premises inside wiring must comply with applicable national, state or local building and electrical codes. Article 800 entitled Communication Circuits of the National Electrical Code and other relevant sections of that code are also hereby incorporated by reference and must be complied with in those areas where no other local building or electrical code exist.
- d. This standard recognizes that the Company may have varying transmission and installation requirements that must be meet.
- e. All reference to customer premises inside wiring within these standards shall mean wiring within the same building structure. Where wiring facilities are to be extended to other structures, the customer should contact the Company for protection requirements to insure that extension of facilities meets industry standards for customer protection.
- f. The specifications contained in this document apply to customer premises inside wiring on individual line basic Exchange Telephone Service.

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PUBLIC SERVICE COMMISSION OF WISCONSIN
TELEPHONE RATE FILE

AMHERST TELEPHONE COMPANY

Name of Utility

Exchange ALLSection No. 2Sheet No. 73Amendment No. 99

GENERAL TERMS AND CONDITIONS

CUSTOMER PREMISE INSIDE WIRING (Cont'd)

D. STANDARDS FOR CUSTOMER PREMISES INSIDE WIRE

1. General (Cont'd)

- g. The adoption of these standards shall in no way preclude the Company from altering or amending them, in whole or in part, or from requiring or authorizing rules containing other provisions whenever it shall be deemed in the public interest to do so.

2. Material Information

a. Wire

- (1) The wire should be of a type commercially available and identified as telephone wire.
- (2) The wire should contain no fewer than 4 conductor each of which has insulation in an industry standard color coding format.
- (3) Two-pair wire shall be twisted in a 4 conductor spiral or as two twisted pairs to form a cable. Three-pair or larger wire shall have the conductors twisted together to form pairs and then grouped together to form the cable.
- (4) The cable shall be covered with a jacket of polyvinylchloride or a functionally equivalent compound which has a 1500 volt Root Mean Square minimum breakdown rating.
- (5) Each conductor shall be solid annealed copper individually insulated with distinctly colored high density polyethylene or functionally equivalent compound. Wire gauge shall be no less than 24 and no greater than 22.

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GENERAL TERMS AND CONDITIONS

CUSTOMER PREMISE INSIDE WIRING (Cont'd)

D. STANDARDS FOR CUSTOMER PREMISES INSIDE WIRE (Cont'd)

2. Material Information (Cont'd)

b. Jacks and Plugs

All jacks and plugs used in conjunction with customer premises inside wiring must comply with Subpart F, Part 68, Federal Communications Commission Rules (i.e., The Registration Program).

c. Mounting Devices and Spacing Intervals

Mounting devices of a type to maintain the integrity of the wire insulation should be used to secure the wire at intervals frequent enough to protect the wire from external damage. Typical fastener and spacing intervals between fasteners are shown in Table A.

TABLE A

Typical Fasteners and Spacing Intervals

Fasteners	Suggested Spacing (in inches)		
	Horizontal	Vertical	From Corner
Wire Clamps	16	16	2
Staples (Wire)	7	7	
Bridle Rings or Drive Rings **	48	96	2 through 8*

* When changing the direction of the wire, the fasteners should be spaced to hold the wire at approximately a 45 degree angle in order to avoid damage to the wire.

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GENERAL TERMS AND CONDITIONS

CUSTOMER PREMISE INSIDE WIRING (Cont'd)

D. STANDARDS FOR CUSTOMER PREMISES INSIDE WIRE (Cont'd)

3. Installation Information

a. Demarcation Jack

- (1) Customer premises inside wiring (CPIW) shall be connected to the telephone line at the demarcation point by a customer-owned plug which mates with a standard jack (which must comply with Part 68 FCC Rules) provided and maintained by the Company. The demarcation point shall remain accessible to both the Company and the Customer.
- (2) Newly constructed single family dwelling demarcation point shall normally be placed within 6 feet of the power company service entrance.
- (3) Existing single family dwellings demarcation point shall normally be within 6 feet of the existing Company service entrance or at an existing telephone outlet nearest the service entrance. On existing structures, the demarcation jack will be installed as defined by the Tariff of the Company.
- (4) For multi-family dwellings including apartments and high-rise buildings, the demarcation jack will be located at a point mutually agreeable between Company and the builder, the owner or the owner's representative, in compliance with local or national building codes (new and existing construction). On existing structures, the demarcation jack will be installed as defined by the Tariff of the Company.

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Exchange ALLSection No. 2Sheet No. 76Amendment No. 100

GENERAL TERMS AND CONDITIONS

CUSTOMER PREMISE INSIDE WIRING (Cont'd)

D. STANDARDS FOR CUSTOMER PREMISES INSIDE WIRE (Cont'd)

3. Installation Information (Cont'd)

b. Customer Provided Jacks and Wire

- (1) Customer-provided jacks will be in compliance with Part 68 of the FCC Rules wherever a telephone set is to be connected to the ends of Customer Premises Inside Wiring. This will provide for easy connection, disconnection and testing of customer-provided telephone equipment and wiring.
- (2) Connections between wire and jacks, plugs or connecting blocks should maintain the continuity of the color code (e.g., red wire connected to "R" terminal and on to red wire. Green wire connected to "T" terminal and on to green wire, etc.).

c. Wiring Restrictions

Jacks or other connections to Customer Premises Inside Wiring shall not be placed in outlets or junction boxes containing other electrical wiring.

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Amendment No.

GENERAL TERMS AND CONDITIONS

TELECOMMUNICATIONS UTILITY INDIVIDUAL CONTRACTS

A. DESCRIPTION

1. In accordance with section 196.194 of the Wisconsin State Statutes, the Company may enter into a contract(s) with individual Customers to provide services and offerings in markets where substitute and/or competitive services are available to such Customers, or potential Customers, whereby the absence of a contract may cause the Company to be disadvantaged in competing for business. The specific features and facilities for the services listed in B. following may vary among Customers.
2. By reason of the above, the Company will cause each individual contract or contract revision to be:
 - a. Filed with the Wisconsin Public Service Commission within 20 days after such contract is executed. In addition, the Company will provide written notice to the Commission of the general nature of the contract and the parties to the contract.
 - b. Compensatory - Total charges to the customer will exceed the Company's appropriate cost to provide the service to the specific customer.
3. The receipt of any contract or amendment to a contract established under this tariff shall not constitute approval of all terms and provisions therein. The Commission retains jurisdiction to investigate on its own motion or upon complaint any contractual term or provision under which the tariffed service is offered, and to take any necessary action pursuant to such investigation, including issuing orders.

(N)

(N)

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GENERAL TERMS AND CONDITIONS

TELECOMMUNICATIONS UTILITY INDIVIDUAL CONTRACTS (Cont'd)

B. SERVICES

Telecommunications Transport Service

(N)

(N)

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PUBLIC SERVICE COMMISSION OF WISCONSIN
TELEPHONE RATE FILE

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SERVICE CHARGES

SECTION 3

TITLE SHEET

Schedule of Service Charges
Applicable to the Intrastate Services of
Amherst Telephone Company

Issued

Applicable to bills rendered on and after

PSCW Authorization by order No.

Letter

OCT 29 1997

PUBLIC SERVICE COMMISSION OF WISCONSIN
TELEPHONE RATE FILE

AMHERST TELEPHONE COMPANY

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SERVICE CHARGES

SERVICE CONNECTION CHARGES

A. GENERAL

1. Service Connection Charges are those charges associated with work performed by the Company in connection with the provision of services for a customer. A Service Connection Charge consisting of one or more of the charges shown in this section of the tariff and is applicable for the following activities undertaken at the request of the customer:
 - a. Connections
 - b. Changes
2. Service Connection Charges are in addition to all other applicable rates and charges associated with the service being provided. The Service Connection Charges in this section of the tariff also apply for service connection, move or change of miscellaneous services that have non-recurring charge(s).
3. Payment of Service Charges for the initial establishment of service may be required prior to the establishment of service.
4. The charges specified herein do not contemplate work begun being interrupted by the customer. If the customer interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.
5. Service Connection Charges, including Federal and State taxes, are not applicable for providing a second exchange line when the second exchange line is requested by hearing-impaired Customers to use Two Line Voice Carryover as defined in the Wis. Admin. Code PSC 160.02 (12).

(N)
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(N)

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PUBLIC SERVICE COMMISSION OF WISCONSIN
TELEPHONE RATE FILE

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

B. DEFINITIONS

1. Access Line

The term "Access Line" denotes the line between the serving Central Office and the customer's premises.

2. Change

The term "Change" denotes the rearrangement of service at the customer's request.

3. Connection

The term "Connection" denotes the establishment of telephone service. A move of existing service to a different premises requires a connection.

C. SERVICE ORDER CHARGE

1. The Service Ordering Charge is broken down into the following three categories:

a. Initial Service Order Charge

The Initial Service Order Charge applies to each customer request for work done in connecting new or additional central office lines, central office trunks, tie trunks, or private lines.

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PUBLIC SERVICE COMMISSION OF WISCONSIN
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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

C. SERVICE ORDER CHARGE (Cont'd)

b. Subsequent Service Order Charge

The Subsequent Service Order Charge applies to each customer request for work done in moving, changing, or adding to existing service at the present customer's location. It does not include connecting new or additional central office lines, tie trunks, or private lines.

c. Record Order Charge

The Record Order Charge applies to each customer request for work done which only involves changing Company records. This charge does not apply when a customer registers customer-owned equipment, requests a credit card or resumes full service after being on Temporary Suspension of Service.

2. The term "per order" or "per request" means all work or service ordered at the same time by the customer, which is performed or provided on the same premises.
3. One Service Ordering Charge is applicable for each mileage channel between points on separate premises. One Service Ordering Charge is also applicable for multiple mileage channels between the same points, multipoint mileage channels, or mileage channel extensions ordered at the same time.

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

C. SERVICE ORDER CHARGE (Cont'd)

4. Unless otherwise specified, the appropriate Service Ordering Charge is applicable for a customer's order for service, and is in addition to any other non-recurring charge(s) which may be applicable for the service furnished.
5. The Service Ordering Charge is applicable, but not limited to, the following customer requests which do not involve line connection or premises work.
 - a. Changes or additions involving Directory Listings or Joint User Service.
 - b. Changes in the name, responsibility or billing address.
 - c. Changes in service requested by a customer that requires the issuance of a service order.
 - d. A single service order will be issued for all work or service ordered to be performed or provided at the same time on the same premises. Service ordering charges apply separately where business and residence service are located on the same premises.

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

C. SERVICE ORDER CHARGE (Cont'd)

7. Service Order Charges

	Normal Working Hours	After Normal Working Hours	Sundays & Holidays
a. Business, per request			
Initial Service Order Charge	\$19.75	\$19.75	\$19.75
Subsequent Service Order Charge	10.00	10.00	10.00
Record Order Change	3.75	3.75	3.75
b. Residence, per request			
Initial Service Order Charge	19.75	19.75	19.75
Subsequent Service Order Charge	10.00	10.00	10.00
Record Order Charge	3.75	3.75	3.75

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

D. OUTSIDE LINE CONNECTION CHARGE

1. The Outside Line Connection Charge applies to each customer request for work done on a circuit between the cable side of the main distribution frame in the serving Central Office up to and including the protector on the customer's premises or on an outside circuit between premises, or on an outside circuit between locations on the same premises.
2. When service and facilities are assumed prior to discontinuance and without lapse in rendition of charges and payment of service, in the case of change in name and/or interest, no Outside Line Connection Charges are applicable.
3. Outside Line Connection Charges

		Normal Working Hours	After Normal Working Hours	Sundays & Holidays
a.	Business, per line	\$ 18.00	\$ 27.00	\$27.00
b.	Residence, per line	18.00	27.00	27.00

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

E. CENTRAL OFFICE CONNECTION/REARRANGEMENT CHARGE

1. The Central Office Connection/Rearrangement Charge applies to work performed in the Central Office due to a customer's service request. The Central Office in this case is defined to include cross-connection on the Main Distribution frame (equipment side).
2. The Central Office Connection/Rearrangement Charge is applicable for work in the Central Office required in:
 - a. Connection or reconnection of local exchange lines, FX lines, local private lines, local off-premises extension lines, local tie trunks and Wide Area Telephone (WATS) Service.
 - b. Number change on local exchange Central Office lines or trunks made at the Customer's request.
 - c. Rearrangement of an existing Central Office Line allowing either Touch Dial Calling Service or Custom Calling Service features.

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

E. CENTRAL OFFICE CONNECTION/REARRANGEMENT CHARGE (Cont'd)

3. Central Office Connection/Rearrangement Charges

	Normal Working Hours	After Normal Working Hours	Sundays & Holidays
a. Business, per central office line	\$5.00	\$5.25	\$5.25
b. Residence, per central office line	5.00	5.25	5.25

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SERVICE CHARGES

SERVICE CONNECTION CHARGES (Cont'd)

F. PREMISES VISIT CHARGE

1. A Premises Visit Charge is applicable for each customer request when a premises visit is required for installations, moves, rearrangements and changes of the Company's network facility(s) on the customer's premises.
2. The Premises Visit Charge is not applicable for subsequent premises visits required to complete an order to which a Premises Visit Charge had been previously applied for premises visits required for changes made at the option of the Company.
3. Premises Visit Charges

	Normal Working <u>Hours</u>	After Normal Working <u>Hours</u>	Sundays & <u>Holidays</u>
a. Business, per Premises Visit	\$20.00	\$20.00	\$20.00
b. Residence, per Premises Visit	20.00	20.00	20.00

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SERVICE CHARGES

RESTORAL OF SERVICE CHARGE

A. DESCRIPTION

1. The Restoral of Service Charge applies to each customer request for reconnection of service after which service has been temporarily disconnected due to nonpayment of charges or a violation of the regulations of the Company, providing the contract for service has not been terminated or the order to remove the service has not been issued and completed. Such service will be restored upon the payment of the Restoral of Service Charge which is based on a central office rearrangement charge and a subsequent service order charge. This charge is in addition to any charges due for current service and facilities furnished up to the date of suspension.
2. In cases where the service has been removed from the subscriber's premises due to discontinuance of service or nonpayment of charges or to violation of the regulations of the company, service is re-established only upon payment of the charges that would apply for a new installation for a new customer.
3. These charges are in addition to any charges due for current services and facilities furnished up to the date of suspension of service.

B. CHARGES

		Normal Working Hours	After Normal Working Hours	Sundays & Holidays
1.	Business, per request	\$20.00	\$20.00	\$20.00
2.	Business, Per request	20.00	20.00	20.00

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SERVICE CHARGES

RETURNED CHECK CHARGE

A. DESCRIPTION

The Returned Check Charge is a non-recurring charge that is applicable when a check is presented in payment for services and is subsequently returned by the bank unpaid.

B. CHARGE

Returned Check Charge \$12.00

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SERVICE CHARGES

LINK-UP SERVICE

A. DESCRIPTION

Link-Up Service is a residence service offering that waives the regulated nonrecurring charges associated with establishing, moving, or reconnecting a residence network access line. Federal, state, county and local taxes applicable to the waived non-recurring charges will also be waived.

(C)

B. REGULATIONS

1. The Link-Up Service waiver is limited to individuals receiving benefits from the state administered income assistance programs as specified in s. PSC 160.02(8), Wis. Adm. Code.
2. The Link-Up Service waiver is not available to customers who are dependents for federal income tax purposes as defined in 26 U.S.C. Section 152 (1986) unless the subscriber is more than 60 years of age.
3. The Link-Up Service waiver is applicable when a residence network access line is initially established, moved from one premises to another premises, or reconnected.
4. The Link-Up Service waiver is only applicable for the first residence network access line in the customers principle place of residence.

(C)

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SERVICE CHARGES

LINK-UP SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

5. The Link-Up Service waiver is only applicable to non-recurring charges charged for during the Company's normal working hours. Additional non-recurring charges for work performed by the Company out of normal working hours will be charged to the customer.
6. Link-Up Service customers must complete and remit any required query authorization forms requested by the Company or forfeit legibility for Link-Up Service.
7. Eligibility for the Link-Up Service waiver must be verified by the Company by finding the Social Security Number and name of the listed customer in active records of the Department of Workforce Development or the Wisconsin Department of Revenue.
8. Customers who claim eligibility for the Link-Up Service waiver at the time service is ordered but cannot verify eligibility will be billed the applicable non-recurring charges.
 - a. These customers, however, will receive a grace period for the payment of the applicable non-recurring charges until the due date of the second bill following the installation of the service.
 - b. The Company shall periodically perform an eligibility verification check during the 60 day period from the date service is connected. If the customer's eligibility cannot be confirmed within the 45 days, the customer shall be notified in writing of the situation.

(C)

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SERVICE CHARGES

LINK-UP SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

c. A credit shall be issued for the appropriate non-recurring charges once eligibility has been confirmed.

9. Customers who have paid the non-recurring charges for establishing service or moving their network access line may receive a credit under the Link-Up Service waiver providing that a claim is filed with the Company within 60 days following the installation of the service and that all other terms and conditions of this offering are met.

10. The obligation to file this tariff and the charges and conditions under which the Link-Up Service waiver described herein are provided are to be the subject of a request to the Public Service Commission of Wisconsin for a declaratory ruling on the application and validity of several provisions of Wis. Adm. Code Ch. PSC 160. The Company reserves the right:

- (i) to modify this tariff
- (ii) to discontinue or modify the conditions under which the service described herein is provided; and
- (iii) to modify the charges for the service described herein, effective as of the date such service is provided

based on a declaratory ruling by the Public Service Commission of Wisconsin or any decision by court of appropriate jurisdiction reviewing the Commission's declaratory ruling or the validity and application of Wis. Adm. Code Ch. PSC 160.

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PUBLIC SERVICE COMMISSION OF WISCONSIN
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EXCHANGE ACCESS SERVICES

SECTION 4

TITLE SHEET

Schedule of Rates, Charges
and Regulations Applicable to
Exchange Access Services of
Amherst Telephone Company

Issued _____ Applicable to bills rendered on and after _____

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PUBLIC SERVICE COMMISSION OF WISCONSIN
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AMHERST TELEPHONE COMPANY

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AMHERST AND
ROSHOLT

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603

EXCHANGE ACCESS SERVICES

EXCHANGE RATES

A. BASIC LOCAL EXCHANGE RATES FOR AMHERST AND ROSHOLT
EXCHANGES

	<u>Code</u>	<u>Monthly</u>	<u>Non-PSC USF Assessment</u>
1.	Business, one-party (B-1)	\$ 14.87	\$.51
2.	PABX Trunk	21.61	.51
3.	Key System Line	15.43	.51
4.	Residence, one party (R-1) ¹	8.72	.51
5.	Ground Start Signaling ²	7.25	

(N)
(N)

(I)

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NOTE 1: The monthly rate, including Federal and State taxes, are not applicable for the second exchange line when the second exchange line is requested by hearing-impaired Customers to use Two Line Voice Carryover as defined in the Wis. Admin. Code PSC 160.02 (12).

NOTE 2: The rate for Ground Start Signaling is applicable when an access line is equipped with this feature.

PUBLIC SERVICE COMMISSION OF WISCONSIN
TELEPHONE RATE FILE

AMHERST TELEPHONE COMPANY

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EXCHANGE ACCESS SERVICES

EXCHANGE RATES (Cont'd)

B. BASIC LOCAL EXCHANGE RATES FOR POLONIA EXCHANGE

	<u>Code</u>	<u>Monthly</u>	<u>Non-PSC USF Assessment</u>
1.	Business, one-party (B-1)	\$ 21.52	\$.51
2.	PABX Trunk	33.25	.51
3.	Key System Line	23.75	.51
4.	Residence, one party (R-1) ¹	11.62	.51
5.	Ground Start Signaling ²	7.25	

(N)
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(I)

(I)

NOTE 1: The monthly rate, including Federal and State taxes, are not applicable for the second exchange line when the second exchange line is requested by hearing-impaired Customers to use Two Line Voice Carryover as defined in the Wis. Admin. Code PSC 160.02 (12).

NOTE 2: The rate for Ground Start Signaling is applicable when an access line is equipped with this feature.

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EXCHANGE ACCESS SERVICES

EXTENDED AREA SERVICE (EAS)

A. DESCRIPTION

Exchange Service, consisting of Network Access Lines and flat rate service, is provided within a defined Local Service Area. The Local Service Area for a Network Access Lines is the Exchange Area.

- B. Extended Area Service (EAS) defines the Local Service Area within which Telecommunications Service Customers in two different Exchange Areas may call each other at the charges and/or rates for a local call.

- C. The Extended Area Service (EAS) arrangements for the Company's Exchanges are:

<u>From</u>	<u>To</u>
Amherst Exchange	Rosholt and Polonia Exchanges
Polonia Exchange	Stevens Point, Amherst and Rosholt Exchanges
Rosholt Exchange	Amherst and Polonia Exchanges

/1/ Material formerly appeared in Section 8 on Sheet 14.

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PUBLIC SERVICE COMMISSION OF WISCONSIN
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AMHERST TELEPHONE COMPANY

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Amendment No. 33

EXCHANGE ACCESS SERVICES

LIFELINE SERVICE

A. DESCRIPTION

1. Lifeline Service is a residence service offering that provides a discounted monthly rate to customers who qualify for low income assistance programs as defined in s. PSC 160.02(8), Wis Adm. Code.
2. Lifeline Service provides a monthly discount to eligible residence customers that have a network access line (including Extended Area Service), touch-tone service, 911 Service (billed on the customer's telephone bill), and the End User Common Line Charge (EUCL). If the customer has measured service, 120 local calls are provided. Extended Community Calling (ECC) Service is not included in Lifeline Service.
3. Lifeline Service monthly rates for residence customers are established according to s. PSC 160.062(1), (2) and (3), Wis Adm. Code.

B. REGULATIONS

1. Lifeline Service is only available for residence customers with a single line network access line in their principle place of residence.
2. Lifeline Service is not available to customers who are dependents for federal income tax purposes as defined in 26 USC 152 (1986), unless the customer is more than 60 years old.
3. Lifeline Service customers must complete and remit any required query authorization forms requested by the Company or forfeit eligibility for Lifeline Service.
4. Eligibility for Lifeline Service must be verified by the Company by finding the Social Security Number and name of the listed customer in active records of the Department of Workforce Development or the Wisconsin Department of Revenue.

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Letter **JAN 5 1998**

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EXCHANGE ACCESS SERVICES

LIFELINE SERVICE (Cont'd)

B REGULATIONS (Cont'd)

5. Reconfirmation of Eligibility for Lifeline Service

- a. Reconfirmation of eligibility for Lifeline Service will be done at least once each year.
- b. If a customer cannot reconfirm eligibility for Lifeline Service, eligibility will continue until the next bill date following failure to meet the eligibility requirements.
- c. When the Low Income Household Energy Assistance Program is one of the customer's qualifying low income assistance programs, the eligibility for Lifeline Service shall continue until the bill date in the next December following the close of the heating season. At that time, if eligibility cannot be re-verified by the Company Lifeline Service will be removed from the customers bill.
- d. When the Wisconsin Homestead Tax Credit is one of the customer's qualifying low income assistance programs, the eligibility for Lifeline Service shall continue until the bill date in the next June following the end of the tax year. At that time, if eligibility cannot be re-verified by the Company Lifeline Service will be removed from the customers bill.
- e. Eligibility confirmation through receipt of the Wisconsin Homestead Tax Credit will not become effective until the date set by the Commission upon its acknowledgment that an acceptable data base query process is be in place.

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EXCHANGE ACCESS SERVICES

LIFELINE SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

6. Lifeline Service will appear as a credit or rate reduction on the customer's bill on the next date following the date the customer applied for Lifeline Service. When the customer's eligibility precedes the previous bill, credit will also be given on one month's prior bill.
7. A Lifeline Service customer cannot be disconnected for the non-payment of toll charges.
8. If Call Blocking Service is available and the customer has elected Call Blocking Service, a Service Deposit cannot be collected to establish Lifeline Service. If Call Blocking Service is not available, the Company may require a Service Deposit to establish Lifeline Service.

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Issued 12-14-01 Applicable to bills rendered on and after 1-1-02

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EXCHANGE ACCESS SERVICES

LIFELINE SERVICE (Cont'd)

C. RATES AND CHARGES

The applicable monthly rate for Lifeline Service is determined by the sum of the rates for the services specified in 1. following and applying a credit based on the sum of the credits as specified in 2. following.

1. Lifeline Service

Residence Network Access Line (including EAS) at the rate specified elsewhere in this tariff.

Touch Calling Service (if applicable) at the rate specified elsewhere in this tariff.

911 Service (if billed on the Customer's telephone number) at the rate specified elsewhere in this tariff.

End User Common Line (EUCL) Charge.

2. Lifeline Service Credits

End User Common Line Charge (EUCL) as specified in the NECA Tariff.

Federal Lifeline support credit as specified by the Federal Communications Commission (FCC) for Universal Service Support for Low-Income Consumers.

State Lifeline support credit as specified by the Public Service Commission of Wisconsin in Wis. Admin. Code PSC 160.062.

3. Lifeline Service monthly credit

The Lifeline Service monthly credit is \$10.00.

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Issued 7-1-03 Applicable to bills rendered on and after 7-1-03PSCW Authorization by order No. JUL 15 2003

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EXCHANGE ACCESS SERVICES

EXTENDED COMMUNITY CALLING (ECC) SERVICE

A. DESCRIPTION

Extended Community Calling (ECC) Service provides for the completion of local messages between a customer located in an Exchange operated by the Company and customers located in different Exchanges in accordance with the regulations and rates set forth in the following.

B. SCOPE OF THE EXTENDED COMMUNITY CALLING AREA

1. Standard ECC Area

- a. Except as provided in 2. following, the ECC area for a Company Exchange consists of all other Exchanges within the State of Wisconsin within the same LATA, including those of other Local Exchange Companies, not included in the Extended Area Service area of the Exchange, that are either adjacent to the Exchange or are within 15 airline miles of the Exchange.

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EXCHANGE ACCESS SERVICES

EXTENDED COMMUNITY CALLING (ECC) SERVICE (Cont'd)

B. SCOPE OF THE EXTENDED COMMUNITY CALLING AREA (Cont'd)

1. Standard ECC Area (Cont'd)

- b. ECC is provided from the following exchanges to the listed ECC calling point.

<u>Exchange</u>	<u>ECC Calling Points</u>
Polonia	Iola Scandinavia
Rosholt	Stevens Point Elderon Tigerton Wittenburg Iola Scandinavia
Amherst	Waupaca Stevens Point Ogdensburg Iola Scandinava

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EXCHANGE ACCESS SERVICES

EXTENDED COMMUNITY CALLING (ECC) SERVICE (Cont'd)

B. SCOPE OF THE EXTENDED COMMUNITY CALLING AREA (Cont'd)

2. Exceptions to Standard ECC Areas

a. Exclusions to Standard ECC Areas

Notwithstanding the regulations in 1. above, for the following Company Exchanges, the listed Exchanges are excluded from the Standard ECC Area of the Exchange:

<u>Exchange</u>	<u>Excluded Exchange</u>
-----------------	--------------------------

b. Additions to Standard ECC Areas

In addition to the Extended Community Calling Area for an Exchange as defined in 1. above, the ECC Area of the following Company Exchanges include the listed Exchange(s):

<u>Exchange</u>	<u>Additions</u>
-----------------	------------------

3. Extended Community Calling (ECC) Service is not available for WATS and 800 Services.

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Amendment No.

EXCHANGE ACCESS SERVICES

EXTENDED COMMUNITY CALLING (ECC) SERVICE (Cont'd)

C. RATES

I. Basic Rates

Rates for ECC messages consist of a charge per minute. The per minute charge applies for each minute with a fraction of a minute being charged as a full minute of call duration. Call duration begins when the connection is established between the calling telephone and the called telephone. Call duration ends when the calling telephone "hangs up" thereby releasing the network connection. If the called telephone 'hangs up' but the calling telephone does not, call duration ends when the network connection is released either by automatic timing equipment in the telephone network or by the Operator. ECC per minute rates are shown as follows:

a. ECC Message Rates

Per minute or fraction thereof	Residence Service	\$0.05
	Business Service	0.05

2. Operator Assisted ECC Calls

Where an ECC call is completed utilizing the assistance of an operator or operator services capability, in addition to the charges specified in 1. above, Operator Assisted Service Charges apply as specified in Wisconsin Bell, Inc. P.S.C. of W. Tariff 20, Part 11, Section 6.

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EXCHANGE ACCESS SERVICES

EXTENDED COMMUNITY CALLING (ECC) SERVICE (Cont'd)

D. ECC MESSAGE DETAIL BILLING

1. Customers may request one message detail ECC bill per calendar year at no charge.
2. Additional message detail ECC bills will be charged as follows:

Residence	\$ 1.00
Business	1.00

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EXCHANGE ACCESS SERVICES

EXTENSION MILEAGE SERVICE

A. GENERAL

1. Extension lines may be furnished in connection with all classes and grades of local service except Public Telephone Service.
2. Extension lines provided in connection with Semi-Public Telephone Service will be restricted to answering incoming calls only.
3. The Company may limit the number of extension telephones and bells connected to a line.
4. Off-premise extension service originates from the Company side of the Network Interface (NI) and will be furnished under the following conditions:
 - a. May be located on the premise of another customer provided the other customer has his own separate service at the same location.
 - b. May be located on the premise of another customer for answering purposes only if the other customer has no separate service at the same location.
 - c. Mileage charges will be based upon the airline mileage between the locations of the primary and extension stations.
5. When either the main or extension station is located at a business classification, business rates apply to both stations.

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EXCHANGE ACCESS SERVICES

EXTENSION MILEAGE SERVICE (Cont'd)

B. MILEAGE MEASUREMENTS ARE COMPUTED AS FOLLOWS:

1. For two-point channels, the mileage is the shortest mileage distance between buildings with fractional 1/10 miles treated as full 1/10 miles.
2. For multi-point channels, the mileage is shortest airline distance between each building in which the channel terminated with fractional 1/10 miles treated as full 1/10 miles. The charging mileage is the combination of such segments of distance which results in the lowest total mileage for the entire channel.
3. For multi-office exchanges, the mileage is measured airline from the location of the extension access line via its central office to the central office serving the main access line.

C. RATES AND CHARGES

Monthly

1. Extension Mileage Charges

Each 1/10 mile or fraction thereof	\$0.75
(Minimum charge per circuit)	2.00

2. Associated Signal Mileage Charges

Each 1/10 mile or fraction thereof	\$0.30
(Minimum charge per circuit)	0.60

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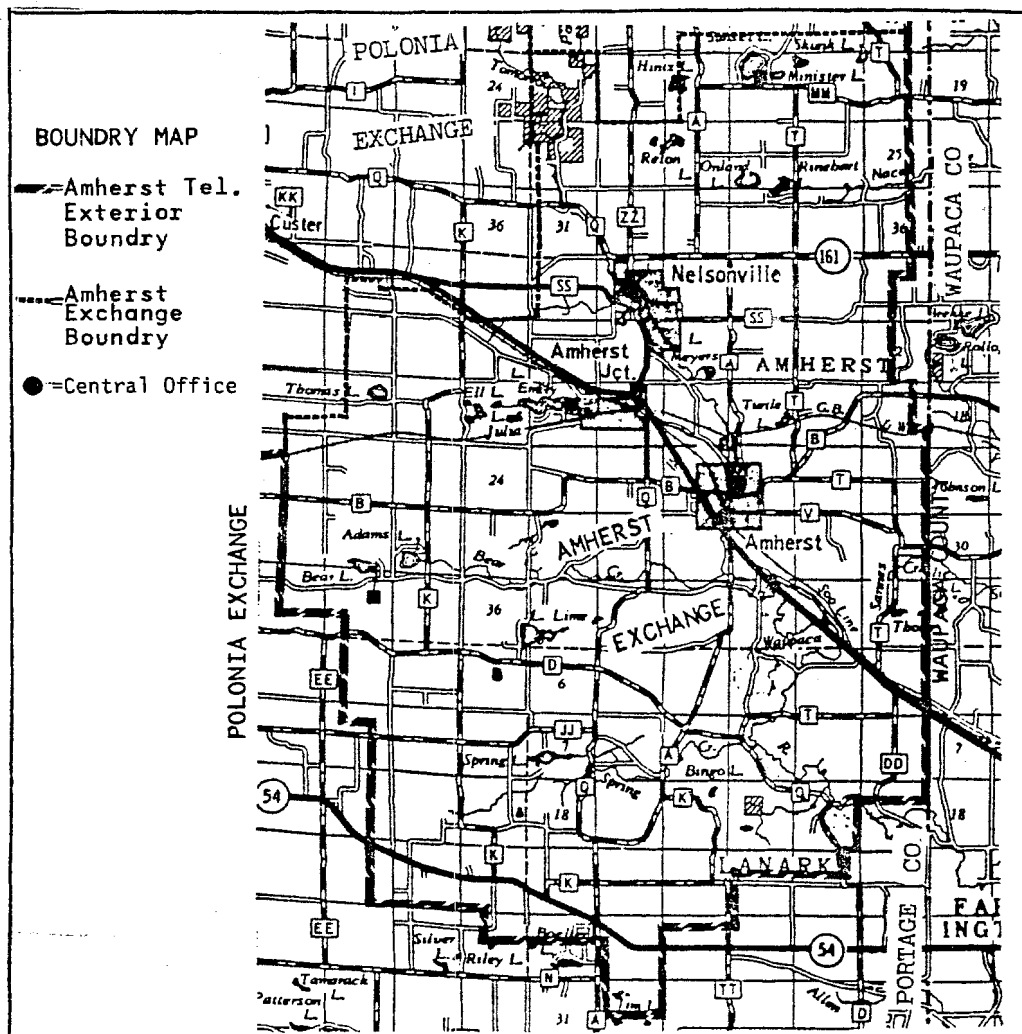
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EXCHANGE ACCESS SERVICES

EXCHANGE AREA BOUNDARY MAPS

AMHERST EXCHANGE AREA



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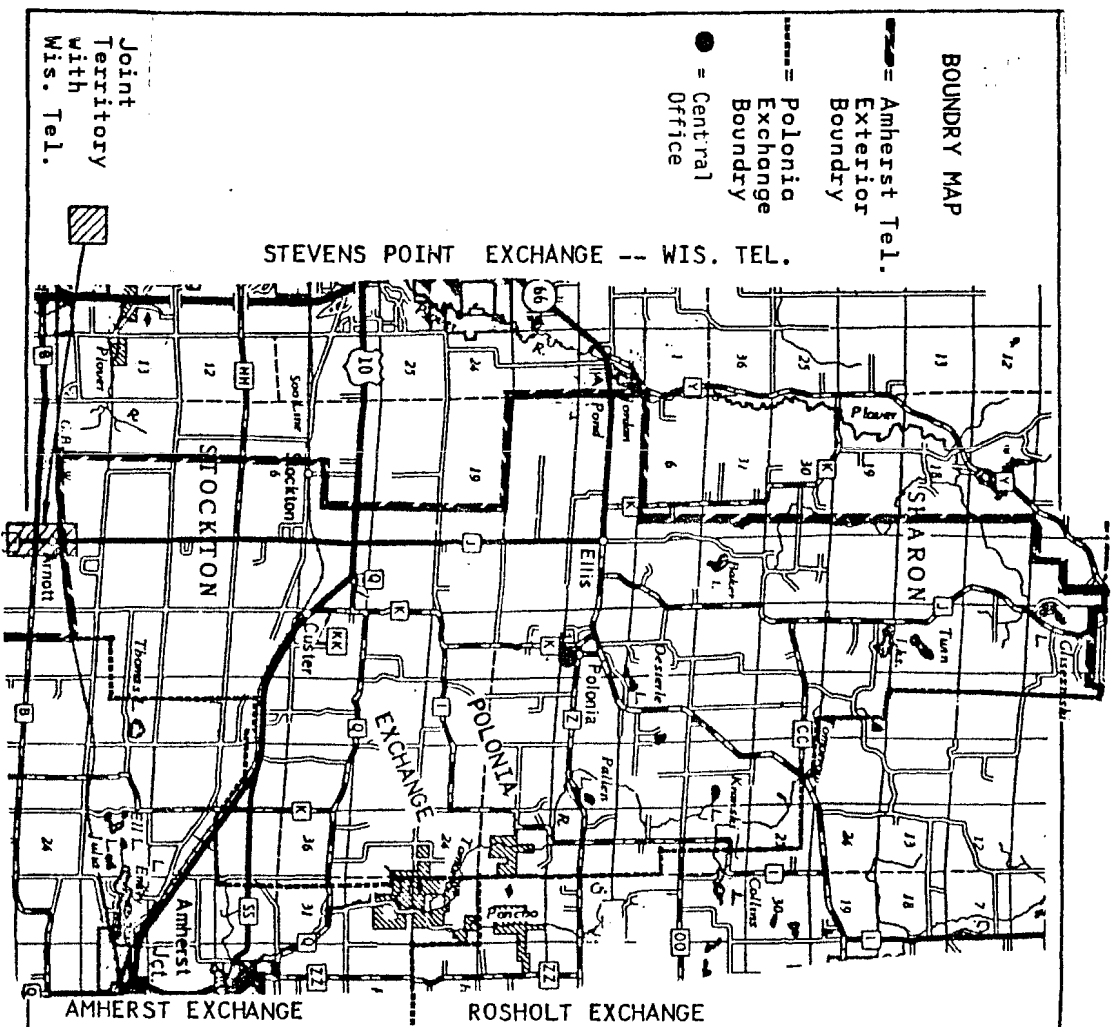
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EXCHANGE ACCESS SERVICES

EXCHANGE AREA BOUNDARY MAPS (Cont'd)

POLONIA EXCHANGE AREA



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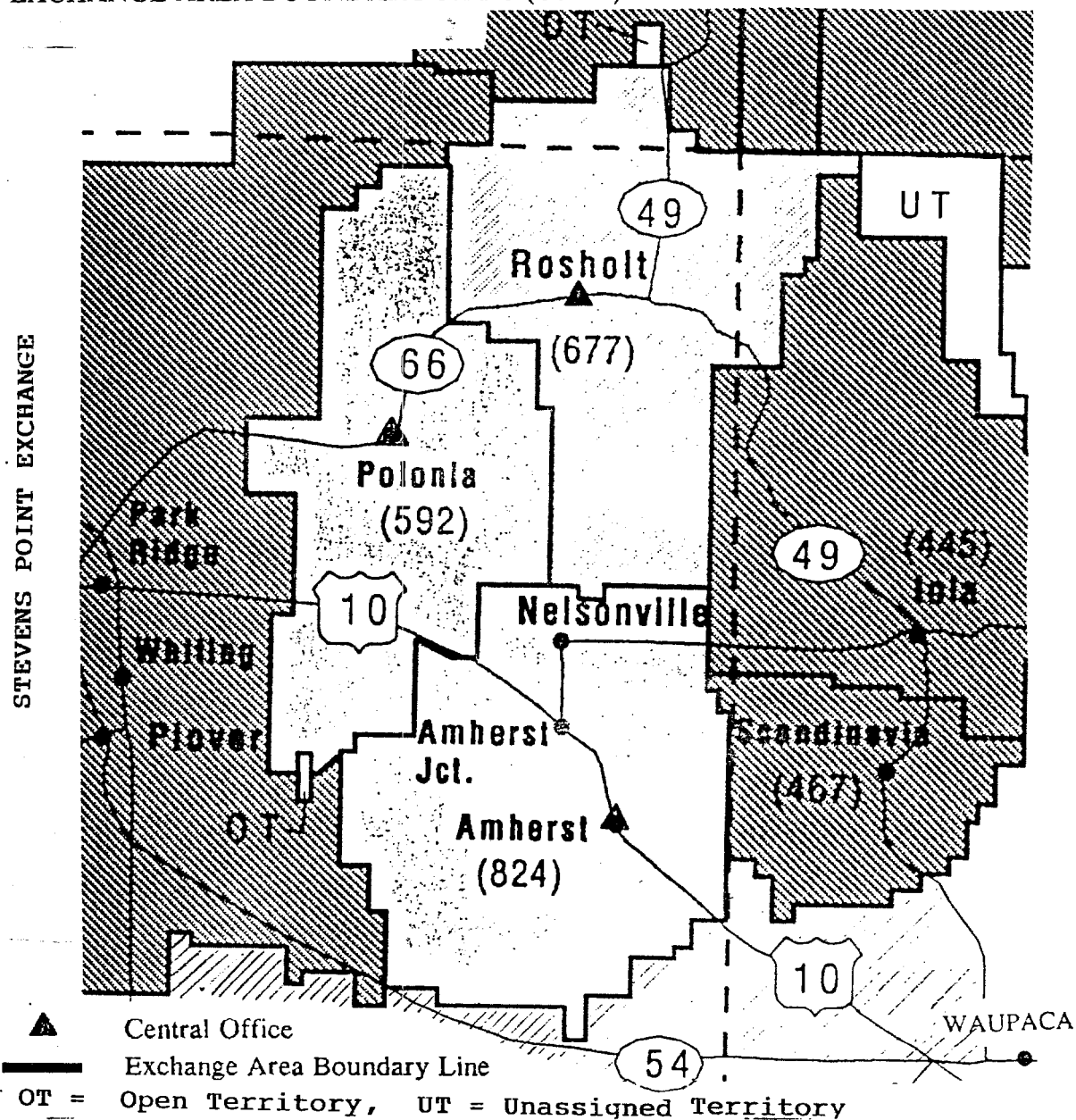
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EXCHANGE ACCESS SERVICES

EXCHANGE AREA BOUNDARY MAPS (Cont'd)



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CENTRAL OFFICE OPTIONAL FEATURES

SECTION 5

TITLE SHEET

Schedule of Rates, Charges
and Regulations Applicable to
Central Office Optional Features of
Amherst Telephone Company

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PUBLIC SERVICE COMMISSION OF WISCONSIN
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Exchange ALLSection No. 5Sheet No. 2Amendment No. 6

CENTRAL OFFICE OPTIONAL FEATURES

CUSTOM CALLING SERVICES

A. GENERAL

- I. Custom Calling Services consist of optional service features for use in connection with a customer's local Exchange Service.
2. Custom Calling Services may be associated with residence and business individual line service excluding Semi-public Telephone Service.
3. Custom Calling Services require special facilities and will be-provided only where such facilities are available.

B. FEATURES

1. Call Forwarding

Call forwarding is an arrangement whereby incoming calls may be transferred to another telephone number by signaling a prefix code and the telephone number of the service to which calls are to be transferred. Calls forwarded by this feature are subject to local and long distance message charges. These calls are also subject to transmission limitations.

2. Call Waiting

Call waiting is an arrangement whereby a customer who is using an exchange line arranged for call waiting is alerted, by means of a tone signal, when another caller is trying to reach that line. The customer, by flashing the switchhook, is able to have alternative conversation between parties.

3. Speed Calling

Speed calling is an arrangement which provides for the calling of telecommunications network telephone number by dialing an abbreviated code. Two arrangements are available, either an eight-code capacity or a thirty-code capacity, but not both on the same line.

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CENTRAL OFFICE OPTIONAL FEATURES

CUSTOM CALLING SERVICES (Cont'd)

B. FEATURES (Cont'd)

4. Three-way Calling

Three-way calling permits an existing call to be held and a second call to be established and added to the connection for conferencing. Conference calls made with this service are subject to transmission limitations.

5. Package Offerings

Residence or business feature packages are combinations of the four Custom Calling Services, as specified in the following rate schedule.

C. APPLICATION OF RATES AND CHARGES

1. One Service Order Charge and one Central Office Connection/Rearrangement Charge will be applied for adding Custom Calling Service to an existing customer's primary service. Custom Calling Service installed simultaneously with the establishment of a primary service will be included with the normal service order and multi-element Service Connection Charges at no additional installation cost. Custom Calling Service installed simultaneously with Touch Calling Service will require only one Service Order Charge and one Central Office Connection/Rearrangement Charge.
2. Subsequent to the initial establishment of Custom Calling Service for a customer, one Service Order Charge and one Central Office Connection/Rearrangement Charge shall apply for additions in the customer's Custom Calling Service.
3. On multiple line service order changes or installations, one Central Office Connection/Rearrangement Charge applies for each line.

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CENTRAL OFFICE OPTIONAL FEATURES

CUSTOM CALLING SERVICES (Cont'd)

C. APPLICATION OF RATES AND CHARGES (Cont'd)

4. Custom Calling Service for Customers with a Disability
 - a. Customers with a certified disability who require one or more Custom Calling features in order to receive telephone service that is comparable to essential telephone service provided to other customers, shall receive Custom Calling Service(s) at no charge/rate.
 - b. Disability means a physical or sensory impairment that limits or curtails an individual's access to or usage of telecommunications service. "Disability" includes a speech, vision, hearing or motion impairment that limits an individual's ability to handle telecommunications equipment.

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CENTRAL OFFICE OPTIONAL FEATURES

CUSTOM CALLING SERVICES (Cont'd)

C. APPLICATION OF RATES AND CHARGES (Cont'd)

4. Custom Calling Service for Customers with a Disability (Cont'd)

- c. The obligation to file this tariff and the rates, charges and conditions under which the services described herein are provided are to be the subject of a request to the Public Service Commission of Wisconsin for a declaratory ruling on the application and validity of several provisions of Wis. Adm. Code Ch. PSC 160. The Company reserves the right:

- (i) to withdraw or modify this tariff,
- (ii) to discontinue or modify the conditions under which the service described herein is provided; and
- (iii) to modify the charges for the service described herein, effective as of the date such service is provided

based on a declaratory ruling by the Public Service Commission of Wisconsin or any decision by court of appropriate jurisdiction reviewing the Commission's declaratory ruling or the validity and application of Wis. Adm. Code Ch. PSC 160.

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CENTRAL OFFICE OPTIONAL FEATURES

CUSTOM CALLING SERVICES (Cont'd)

D. RATES AND CHARGES

	Per Month Per Line Equipped ¹	
	<u>Residence</u>	<u>Business</u>
Call Waiting	\$ 2.25	\$ 2.25
Call Forwarding	2.25	2.25
Three-way Calling	2.25	2.25
Speed Calling		
Eight Code Capacity	2.25	2.25
Thirty Code Capacity	3.00	3.00

NOTE 1: A discount of \$0.75 applies for each additional Custom Calling feature on the same network access line.

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CENTRAL OFFICE OPTIONAL FEATURES

ADVANCED CUSTOM CALLING SERVICES

A. GENERAL

Advanced Custom Calling Services are exchange telecommunications services that consist of one or more of the optional services specified in B. following.

B. FEATURE DESCRIPTIONS

1. Caller ID Services

a. Caller ID/Calling Number Service

Provides for the display of an incoming telephone number on a Caller ID Customer provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in-display screen. Unless call blocking is activated, all calls originating from appropriate equipped central offices will be displayed including Private Numbers and Semi-private Numbers.

b. Caller ID/Calling Number and Name Service

Provides for the display of an incoming telephone number and the name associated with that telephone number on a Customer provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in-display screen. Unless call blocking is activated, all calls originating from appropriately equipped central offices will be displayed including Private Numbers and Semi-private Numbers.

c. Caller ID Blocking Service

Prevents Customer's telephone number from being made available to the party you are calling. A special code must be dialed prior to making a call.

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CENTRAL OFFICE OPTIONAL FEATURES

ADVANCED CUSTOM CALLING SERVICES (Cont'd)

B. FEATURE DESCRIPTIONS (Cont'd)

2. Selective Call Rejection

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Allows a Customer to block calls from up to 8 pre-selected numbers. The caller hears an announcement that the called party is not receiving calls at this time. All other calls will be accepted.

3 Automatic Callback (Repeat Call)

(T)

Redials a busy number and keeps dialing the busy number for up to 30 minutes. When the number is available, the caller will be alerted by a special ring. After picking up the receiver, the caller is connected to the number that was dialed.

4. Automatic Recall (Return Call)

(T)

Dials the last number that called the subscriber, whether the subscriber answered the call or not, and keeps dialing the number for up to 30 minutes if it is busy. A special ring alerts the subscriber when the called number is available.

/1/ Material previously on this sheet now appears on Sheet 9.

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CENTRAL OFFICE OPTIONAL FEATURES

ADVANCED CUSTOM CALLING SERVICES (Cont'd)

C. REGULATIONS

1. Advanced Calling Services are offered only to Single Line Residence and Business basic exchange service customers that are served by Central Offices equipped to provide such service.
2. A feature cannot be successfully activated unless both the called and calling parties are served by, and the call is routed through, appropriately equipped offices.
3. Unless specified otherwise, Advanced Calling Services are not available with the following: Public and Semi-Public Telephone Service, Customer Owned Coin Operated Telephone Service or DID Trunks.
4. It shall be the responsibility of the Customer to provide terminal equipment (CPE) compatible with Advanced Custom Calling Services.

All CPE used to interface with Caller ID is required to conform with Technical Reference Specifications as used by the Company.

If available, the Company shall offer CPE that permits customers to withhold their telephone number from delivery to Caller ID subscribers for all calls originating from the Customer's access line, and CPE that prevents a Caller ID subscriber from receiving a call for which the calling telephone number is not identified (block-the-blocker).

5. Variations in Central Office equipment and the activation of other Central Office features by the called and/or calling party may cause differences in the operation of features.
6. The Company's liability arising out of the provision of any Advanced Custom Calling Feature, including, but not limited to the delivery or non-delivery of calling numbers, is limited as stated in Section 2.

/1/ Material previously on this sheet now appears on Sheet 10.

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CENTRAL OFFICE OPTIONAL FEATURES

ADVANCED CUSTOM CALLING SERVICES (Cont'd)

C. REGULATIONS (Cont'd)

7. Caller ID is not available on operator handled calls.
8. Caller ID Service does not display a directory number for operator assisted calls, out of area calls, or calls marked private by the originator.
9. An originating caller's calling directory number may not be displayed at the called party under the following conditions:
 - a. The calling number will not be displayed if the called party is off the hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed. The called party of the second incoming call will receive a call waiting tone.
 - b. The calling number will not be displayed if the called party answers the incoming call during the first ring interval.
10. During the 30-day period preceding introduction of Caller ID Service in a Central Office, the Company will notify customers served by that office of its intention to provide Caller ID Service, the date on which the service will be operational, and the availability and operation of the free per-call blocking feature.

The Company will also provide information regarding the Caller ID display, so Customers can understand the effect blocking will have on a call and that blocking will not affect the operation of the emergency telephone system.

The Company will provide the telephone number of a customer service representative who is able to answer questions about the Caller ID Service.

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CENTRAL OFFICE OPTIONAL FEATURES

ADVANCED CUSTOM CALLING SERVICES (Cont'd)

C. REGULATIONS (Cont'd)

11. Caller ID Blocking Services

a. Per-Call Blocking

(1) Free Per-Call Blocking Service will be available, where technically feasible, to Residence and Business customers who are served from appropriately equipped Central Offices. Customers may prevent delivery of their telephone number to Caller ID subscribers on a per-call basis by activating the appropriate Caller ID activation code prior to placing the call.

(2) Per-Call Blocking capability is not available with Public and Semi-Public Telephone Service, Customer Owned Coin Operated Telephone Service or DID Service.

b. Per-Line Blocking

(1) Per-Line Blocking Service will be available, where technically feasible, at no charge to the following customers:

(a) Any person protected by an injunction, temporary restraining order, or other court order relating to domestic abuse, harassment, or child abuse issued by any magistrate or judge in any jurisdiction in the United States.

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CENTRAL OFFICE OPTIONAL FEATURES

ADVANCED CUSTOM CALLING SERVICES (Cont'd)

C. REGULATIONS (Cont'd)

11. Caller ID Blocking Services (Cont'd)

b. Per-Line Blocking (Cont'd)

(1) (Cont'd)

(b) Upon written request to the Company, to domestic violence victim's service programs; battered women's shelters other organizations that provide a safe haven for victims of domestic violence; and any municipal, county, state or federal law enforcement agency, fire department, public social service agency or parole office within an area where Caller ID is offered.

(2) Per-Line Blocking eligible individuals may order Per-Line Blocking for any access line, regardless of whether or not he or she is the listed subscriber for that access line, with a simple statement to the Company, either orally or in writing, to the effect that the access line will be used by the eligible person.

(3) With a written request to the Company, free Per-Line Blocking should be made available for the residential access line of any staff member employed by an eligible organization, or any residential access line designated by an eligible organization as serving a victim of domestic violence.

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CENTRAL OFFICE OPTIONAL FEATURES

ADVANCED CUSTOM CALLING SERVICES (Cont'd)

C. REGULATIONS (Cont'd)

11. Caller ID Blocking Services (Cont'd)

b. Per-Line Blocking (Cont'd)

- (4) An eligible public safety agency may obtain free Per-Line Blocking for any access line it designates, regardless of whether the agency is the listed subscriber, with a written request to the Company to the effect that the access line will be used by that eligible agency for its official purposes.

An eligible agency may also obtain free Per-Line Blocking for any individual where the agency determines Per-Line Blocking is necessary to prevent a threat of violence, or protect the safety of any person in that subscriber's household.

- (5) Per-Line Blocking is not available with Public and Semi-Public Telephone Service, Customer Owned Coin Operated Telephone Service or DID Service.

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CENTRAL OFFICE OPTIONAL FEATURES

ADVANCED CUSTOM CALLING SERVICES (Cont'd)

D. RATES AND CHARGES

1. The rates and charges following are for Advanced Custom Calling Services only and are in addition to any applicable Service Connection Service Charges, monthly rates, and non-recurring charges for access lines and other services or equipment with which they are associated.
2. The rates and charges for Advanced Custom Calling Services are:

	Monthly Rate	
	<u>Residence and Business</u>	
Caller ID Services		(T)
Caller ID/Calling Number Service	\$4.95	(T)
Caller ID/Calling Number and Name Service ¹	2.00	(N)
Caller ID Blocking Service	Free	(T)
Selective Call Rejection	3.50	
Automatic Call Back (repeat Call)	3.50	
Automatic Recall (Return Call)	3.50	

NOTE 1: Customers subscribing to Caller ID/Calling Number and Name Service must subscribe to Caller ID/Number Service.

NOTE 2: Except for Caller ID Services, the second and successive service on the same network access line will be discounted by \$0.75 per additional service.

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CENTRAL OFFICE OPTIONAL FEATURES

TOUCH DIAL CALLING SERVICE

A. GENERAL

1. Touch Dial Calling Service provides for the origination of telephone calls through the use of telephones equipped with a group of push buttons in lieu of a rotary dial
2. The service is available to any grade of business or residence service.
3. The service is available only where the Company's central office facilities have been arranged for Touch Dial Calling Service and all equipment on the customer's premise is compatible. It is not necessary that all instruments on a line be equipped for Touch Dial Calling Service, however, all lines on a particular instrument must be similarly equipped.

B. RATES and CHARGES

1. A Service Order Charge plus a Central Office Connection/Rearrangement Charge, per line, will be applied for adding Touch Dial Calling Service to an existing customer's primary service. Touch Dial Calling Service installed simultaneously with the establishment of primary service will be included with the normal Service Connection Charge(s).
2. Subsequent to the initial establishment of Touch Dial Calling Service at a customer's location, regular Service Connection Charge(s) shall apply for additions and changes in the customer's service.

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CENTRAL OFFICE OPTIONAL FEATURES

TOUCH DIAL CALLING SERVICE (Cont'd)

B. RATES AND CHARGES (Cont'd)

3. The following rates and charges are in addition to the applicable rates and charges for all the services with which this service is associated:

Monthly

Touch Dial Calling Service, per access line

Business	\$1.80
Residence	1.00

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CENTRAL OFFICE OPTIONAL FEATURES

ALTERNATE ANSWERING SERVICE

A. DESCRIPTION

Alternate Answering Service is an optional service that automatically transfers incoming calls that encounter a don't answer condition after a predetermined number of rings to a designated exchange telephone number or Direct Inward Dialing Service (DID) Station Number.

B. REGULATIONS

1. Alternate Answering Service may be provided intraoffice, interoffice, or to a Direct Inward Dialing Service (DID) Station Number, where central office capacity and facilities permit.
2. Alternate Answering Service is offered only in association with Single Line Basic Exchange Service and, unless specified otherwise, Business Trunk Service.
3. The Alternate Answering Service customer is responsible for applicable local messages or Toll Charges as specified elsewhere in this tariff for calls that are transferred from the incoming called number to the designated telephone number.
4. The Company does not guarantee the grade of transmission on calls that are transferred from the incoming called number to the designated telephone number because of distance/or routing that may be used to complete the call.
5. Alternate Answering Service is provided on the condition that the facilities at the designated exchange telephone number location are adequate to handle calls without interfering with or impairing any services offered by the Company.

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CENTRAL OFFICE OPTIONAL FEATURES

ALTERNATE ANSWERING SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

6. Temporary Suspension of service is not offered with Alternate Answering Service.

C. RATES AND CHARGES

1. Service Connection Charges are not applicable when adding Alternate Answering Service to an existing Network Access Line.
2. The following rates and charges are for Alternate Answering Service only and are in addition to the rates and charges for any other services required to furnish a communications system.

	Non-recurring <u>Charge</u>	Per <u>Month</u>
Alternate Answering Service Per Access Line	NO	\$ 0.75

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CENTRAL OFFICE OPTIONAL FEATURES

BUSY LINE TRANSFER SERVICE

A. DESCRIPTION

Busy Line Transfer Service is an optional service that automatically transfers incoming calls to an alternate designated exchange telephone number or Direct Inward Dialing Service (DID) Station Number when the called telephone number is busy.

B. REGULATIONS

1. Busy Line Transfer Service may be provided intraoffice, interoffice, or to a Direct Inward Dialing Service (DID) Station Number, where central office capacity and facilities permit.
2. Busy Line Transfer Service is offered only in association with Single Line Basic Exchange Service and, unless specified otherwise, Business Trunk Service.
3. The Busy Line Transfer Service customer is responsible for applicable local messages or Toll Charges as specified elsewhere in this tariff for calls that are transferred from the incoming called number to the alternate designated telephone number.
4. The Company does not guarantee the grade of transmission on calls that are transferred from the incoming called number to the designated telephone number because of distance and/or routing that may be used to complete the call.
5. When Busy Line Transfer Service and Call Waiting Service are provided on an Exchange Access Line, Call Waiting Service takes precedence unless the Call Waiting Cancel feature is activated.

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CENTRAL OFFICE OPTIONAL FEATURES

BUSY LINE TRANSFER SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

6. Busy Line Transfer Service is provided on the condition that the facilities at the alternate designated exchange telephone number location are adequate to handle calls without interfering with or impairing any services offered by the Company.
7. Temporary Suspension of service is not offered with Busy Line Transfer Service.

C. RATES AND CHARGES

1. Service Connection Charges are not applicable when adding Busy Line Transfer Service to an existing Network Access Line.
2. The following rates and charges are for Busy Line Transfer Service only and are in addition to the rates and charges for any other services required to furnish a communications system.

	Non-recurring Charge	Per Month
Busy Line Transfer Service Per Access Line	NO	\$ 0.75

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CENTRAL OFFICE OPTIONAL FEATURES

MESSAGE WAITING TONE SERVICE

A. DESCRIPTION

Message Waiting Tone Service is an optional service which allows a visual and/or audible tone signal, e.g., stutter dial tone, to be activated on a Network Access Line.

B. REGULATIONS

1. Message Waiting Tone Service is required on each end-user's Network Access Line so that the end user's line is capable of accepting message waiting tone signals.
2. Message Waiting Tone Service may be provided subject to the availability of suitable central office capacity and facilities.
3. Message Waiting Tone Service is offered only in association with Single Line Basic Exchange Service and, unless specified otherwise, Business Trunk Service.
4. Temporary Suspension of service is not offered with Message Waiting Tone Service.
5. It shall be the responsibility of the customer to provide terminal equipment compatible with visual Message Waiting Tone Service.

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CENTRAL OFFICE OPTIONAL FEATURES

MESSAGE WAITING TONE SERVICE (Cont'd)

C. RATES AND CHARGES

1. Service Connection Charges are not applicable when adding Message Waiting Tone Service to an existing Network Access Line.
2. The following rates and charges are for Message Waiting Tone Service only and are in addition to the rates and charges for any other services required to furnish a communications system.

	Non-recurring <u>Charge</u>	Per <u>Month</u>
Message Waiting Tone Service Per Access Line	NO	\$ 0.25

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CENTRAL OFFICE OPTIONAL FEATURES

TEEN LINE SERVICE

A. DESCRIPTION

1. Teen Line Service is an optional service that allows two telephone numbers to be assigned to one Access Line. In addition to the main billing telephone number, "dominate" telephone number, a Customer may subscribe to one "dependent" telephone number. Distinctive ringing cadences provide the Customer with the ability to distinguish between incoming calls to the dominant or dependent telephone number.
2. A distinctive call waiting tone is provided for the dependent telephone number when a Access Line is equipped with both Call Waiting and Teen Line Service.

B. REGULATIONS

1. Teen Line Service is offered only to Residence Basic Exchange Service Customers served by central offices programmed to provide such service.
2. All Teen Line Service telephone numbers must have the same NXX (prefix) and originate from the same central office.
3. It shall be the responsibility of the Customer to provide Customer-Provided Equipment (CPE) compatible with Teen Line Service.
4. All billable calls originating from a Access Line equipped with Teen Line Service will be billed to the dominate telephone number. All billable calls that terminate to the dependent telephone number will show the dependent telephone number as the called number in the billing record.

(N)

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CENTRAL OFFICE OPTIONAL FEATURES

TEEN LINE SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

5. Customers whose Access Lines are equipped with both Teen Line Service and Call Forwarding Variable (and call forwarding is activated), incoming calls to both the dominate and dependent telephone number will be forwarded to a single telephone number.

C. RATES AND CHARGES

1. A Service Ordering Charge and the Central Office Connection/Rearrangement Charge are applicable when Teen Line Service is added to an existing Access Line.
2. The rates and charges are for Teen Line Service only and are in addition to other applicable non-recurring charges and recurring rates for Network Access Lines and other service or equipment with which they are associated.
3. Teen Line Service includes one Directory Listing for the dependent telephone number.
4. Rates and Charges

	Residence Per Month
Teen Line Service	
Dependent Telephone Number	\$4.00

(N)

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CENTRAL OFFICE OPTIONAL FEATURES

DISTINCTIVE RINGING SERVICE

A. DESCRIPTION

1. Distinctive Ringing Service is an optional service that allows up to three telephone numbers to be assigned to one Access Line. In addition to the main billing telephone number, "dominate" telephone number a Customer may subscribe to one or two "dependent" telephone numbers. Distinctive ringing cadences provide the Customer with the ability to distinguish between incoming calls to the dominate or dependent telephone number(s).
2. A distinctive call waiting tone for each dependent telephone number is provided when a Access Line is equipped with both Call Waiting and Distinctive Ringing Service.

B. REGULATIONS

1. Distinctive Ringing Service is offered only to Residence and Business Basic Exchange Service Customers served by central offices programmed to provide such service.
2. Distinctive Ringing Service is not available with the following services; Business Trunks, Centrex Service, Direct Inward Dialing (DID) Service, hunt arrangements, Payphone Provider Service and Access lines terminating in key telephone systems.
3. All Distinctive Ringing Service telephone numbers must have the same NXX (prefix) and originate from the same central office.
4. It shall be the responsibility of the Customer to provide Customer-Provided Equipment (CPE) compatible with Distinctive Ringing Service.

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CENTRAL OFFICE OPTIONAL FEATURES

DISTINCTIVE RINGING SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

5. Distinctive Ringing Service Customers are entitled to one white pages directory listing at no charge with each Distinctive Ringing Service telephone number. The Distinctive Ringing Service telephone number may include a Private or Semi-Private Listing. Distinctive Ringing Service listings are subject to the Directory Listings regulations as specified in Section 7 of this Tariff.
6. All billable calls originating from a Access Line equipped with Distinctive Ringing Service will be billed to the dominate telephone number. All billable calls that terminate to a dependent telephone number will show the dependent telephone number as the called number in the billing record.
7. Customers whose Access Lines are equipped with both Distinctive Ringing Service and Call Forwarding Variable (and call forwarding is activated), incoming calls to both the dominate and dependent telephone number(s) will be forwarded to a single telephone number.

(N)

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CENTRAL OFFICE OPTIONAL FEATURES

DISTINCTIVE RINGING SERVICE (Cont'd)

C. RATES AND CHARGES

1. A Service Ordering Charge and the Central Office Connection/Rearrangement Charge are applicable when Distinctive Ringing Service is added to an existing Access Line.
2. The rates and charges are for Distinctive Ringing Service only and are in addition to other applicable non-recurring charges and recurring rates for Network Access Lines and other service or equipment with which they are associated.
3. Distinctive Ringing Service includes one Directory Listing for each dependent telephone number.
4. Rates and Charges

	Per Month	
	<u>Residence</u>	<u>Business</u>
Distinctive Ringing Service		
First Dependent Telephone Number	\$4.00	\$4.00
Second Dependent Telephone Number	4.00	4.00

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CENTRAL OFFICE OPTIONAL FEATURES

FEATURE PACKAGE #1

A. DESCRIPTION

1. Feature Package #1 is an optional service which is a package of the following Central Office Optional Features:

Caller ID/Calling Name
Call Waiting
Call Forwarding

2. The description of each feature in Feature Package #1 is provided earlier in this section.

B. REGULATIONS

1. The regulations specified earlier in this section for the Central Office Features included in Feature Package #1 are applicable to Feature Package #1.
2. The rate and charges are for Feature Package #1 only and in addition to other applicable non-recurring charges and recurring rates for Network Access Lines and other service or equipment with which they are associated.
3. Feature Package #1 is available only for residential customers.

C. RATES AND CHARGES

Feature Package #1

Monthly
\$6.95

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CENTRAL OFFICE SERVICES

SECTION 6

TITLE SHEET

Schedule of Rates, Charges
and Regulations Applicable to
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Amherst Telephone Company

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CENTRAL OFFICE SERVICES

CALL BLOCKING SERVICE

A. DESCRIPTION

1. Call Blocking Service is an optional service which provides customers with the capability to block originating long distance calls, originating 900 and 976 calls and originating Extended Community Calling (ECC) Calls.
2. Originating calls will be allowed to be completed to 911. In exchanges not served by 911, originating calls to 0- will be completed by an operator to emergency services such as fire, emergency medical services, law enforcement, and poison center telephone numbers.
3. Originating blocked calls will reach a Company-provided intercept announcement.
4. Customers can elect any or all of the following Call Blocking Service Options:

Option 1

Blocks originating one plus (1+) long distance calls including 10XXX, and international (011+) calls. Originating Directory Assistance (DA) calls (411, 1 + 555-1212, 1 + NPA + 555-1212, 1 + 800 + 555-1212) will be completed. Examples of Option 1 blocked calls are:

1 + NPA + XXX-XXX

1 + XXX-XXXX

5 Digit Carrier Access Code + 1 + NPA + XXX-XXXX

5 Digit Carrier Access Code + 1 + XXX-XXXX

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CENTRAL OFFICE SERVICES

CALL BLOCKING SERVICE (Cont'd)

A. DESCRIPTION (Cont'd)

Option 2

Blocks originating zero plus (0+) and 0- calls with the exception of 0- calls that may be completed by an operator to emergency services in exchanges not served by 911.

Examples of Option 2 blocked calls are:

0 + NPA + XXX-XXXX

0 + XXX + XXXX

5 Digit Carrier Access Code + 0 + NPA + XXX-XXXX

5 Digit Carrier Access Code + 0 + XXX-XXXX

0-

Option 3

Blocks originating calls to 900 numbers nationwide and originating calls to 976 numbers within the customer's home NPA. Originating calls to 976 numbers outside the customer's home NPA can be blocked by Option 1 and/or Option 2.

Option 4

Blocks originating calls to extended community calling areas as defined in the Company's tariff for Extended Community Calling (ECC) Service.

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CENTRAL OFFICE SERVICES

CALL BLOCKING SERVICE (Cont'd)

B. REGULATIONS

1. Call Blocking Service is provided subject to the availability of facilities and where conditions permit.
2. In certain exchanges, depending on the availability of facilities, Option 1 may also block originating 1 + 800 calls.
3. Call Blocking Service will only be provided on residence and business basic exchange network access lines.
4. Call Blocking Service does not relieve the customer of responsibility for calls charged to their telephone number(s).
5. Non-recurring charge(s) for Call Blocking Service are not applicable to any individuals or households receiving benefits from one or more of the following State administered income assistance programs:
 - Aid to Families with Dependent Children (AFDC)
 - Food Stamps
 - Title 19 Medical Assistance
 - Supplemental Security Income (SSI)
 - Low Income Energy Assistance program
 - Wisconsin Homestead Tax Credit(Effective upon notification from the Public Service Commission of Wisconsin that a data base is available for confirmation of eligibility.)

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CENTRAL OFFICE SERVICES

CALL BLOCKING SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

6. The Company shall not be liable to the customer or any other person or entity for damages of any nature or kind arising out of, resulting from, or in connection with the provision of Call Blocking Service, including without limitation, the inability to access the Operator or any non-toll free number for any purpose. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls from the customer's access line.
7. The obligation to file this tariff, and the rates, charges and conditions under which the service(s) described herein are provided, are to be the subject of a request to the Public Service Commission of Wisconsin for a declaratory ruling on the application and validity of several revisions of Wis. Adm. Code 160. The Company reserves the right:
 - a. to withdraw or modify this tariff;
 - b. to discontinue or modify the conditions under which the service(s) described herein are provided; and
 - c. to modify the rates, tolls and charges for services described herein, effective as of the date such services are provided;

based on any declaratory ruling by the Public Service commission or any decision by court of appropriate jurisdiction reviewing the Commission's declaratory ruling or the validity and application of Wis. Adm. Code Ch. PSC 160.

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CENTRAL OFFICE SERVICES

CALL BLOCKING SERVICE (Cont'd)

C. RATES AND CHARGES

1. The nonrecurring installation charge(s) for Call Blocking Service is not applicable to individuals or households as specified in B. 6. preceding.
2. The nonrecurring installation charge(s) for Call Blocking Service is not applicable for the initial request for Call Blocking Service.
3. The following nonrecurring installation charge(s) are only applicable for second and subsequent requests for Call Blocking Service to customers who do not qualify for low income assistance programs. The charges for Call Blocking Service are in addition to the rates and charges for any other service required to furnish a communications system.

Installation Charge ¹

Option 1

Residence Service, per line	\$10.00
Business Service, per line	10.00

Option 2

Residence Service, per line	10.00
Business Service, per line	10.00

Option 3

Residence Service, per line	10.00
Business Service, per line	10.00

Option 4

Residence Service, per line	10.00
Business Service, per line	10.00

NOTE 1: The Service Order Charge and Central Office Connection/Rearrangement Charge do not apply to Call Blocking Service.

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CENTRAL OFFICE SERVICES

VOICE MAIL SERVICE

A. GENERAL

1. Voice Mail Service is an optional service that provides telephone answering and message retrieval service.
2. Voice Mail Service automatically answers incoming calls when the called number is busy or the called number is not answered. An audible message waiting indication (where available) or visual indication (where available) on a customer provided device, informs the Customer that there are new messages.
3. Voice Mail Service is normally used in conjunction with the optional features: Alternate Answering Service, Busy Line Transfer Service and Message Waiting Tone Service. These optional features are specified elsewhere in this tariff.

B. SERVICE DESCRIPTIONS

1. Basic Voice Mail Service

Personal Greeting Length - The length of time allowed for each Customer's voice mail greeting is one minute.

Message Length - The length of time allowed for each message is two minutes.

Maximum Messages - The maximum number of messages allowed in a Voice Mail system user's queue is ten.

Message Retention Period - The number of days messages will be saved is eight days for new messages and five days for saved messages.

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CENTRAL OFFICE SERVICES

VOICE MAIL SERVICE (Cont'd)

B. SERVICE DESCRIPTIONS (Cont'd)

1. Basic Voice Mail Service (Cont'd)

Time and Date Stamp - An arrangement that provides notification, time and date, of when messages are recorded in the mailbox.

2. Enhanced Voice Mail Service

Personal Greeting Length - The length of time allowed for each Customer's voice mail greeting is two minutes.

Message Length - The length of time allowed for each message is four minutes.

Maximum Messages - The maximum number of messages allowed in a Voice Mail system user's queue is twenty.

Message Retention Period - The number of days messages will be saved is twenty- one days for new messages and eight days for saved messages.

Time and Date Stamp - An arrangement that provides notification, time and date, of when messages are recorded in the mailbox.

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CENTRAL OFFICE SERVICES

VOICE MAIL SERVICE (Cont'd)

B. SERVICE DESCRIPTIONS (Cont'd)

3. Greeting Only Voice Mail Service

Greeting Only Voice Mail Service provides the calling party with a message (greeting) that the customer has pre-recorded into the voice mail box. The greeting can be changed by the customer by entering the proper codes from any touch-tone telephone.

Greetings only Voice Mail Service also allows customers to set up their mailbox with partitions (extensions). This arrangement allows the customer to pre-record a message into each partition (extension).

Personal Greeting Length - The length of time allowed for each Customer's voice mail length two minutes. The length of time for each extension mailbox is one minute.

4. Pager Notification Service

Pager Notification Service is an optional Voice Mail Service feature that allows customers to receive a page on their pager when a new message is left in their mailbox. The customer will also be able to determine a pager notification schedule.

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CENTRAL OFFICE SERVICES

VOICE MAIL SERVICE (Cont'd)

B. SERVICE DESCRIPTIONS (Cont'd)

5. Personal Voice Mail Service (Extension Mailboxes)

Personal Voice Mail Service allows Customers to set up their mailbox with partitions (extensions). A unique password is associated with each partition for accessing and retrieving messages.

Personal Greeting Length - The length of time allowed for each main mailbox greeting is two minutes. The length of time allowed for each extension mailbox greeting is one minute.

Message Length - The length of time allowed for each message is two minutes.

Maximum Messages - The maximum number of messages allowed in a Voice Mail system user's queue is ten.

Message Retention Period - The number of days messages will be saved is eight days for new messages and five days for saved messages.

Time and Date Stamp - An arrangement that provides notification, time and date, of when messages are recorded in the mailbox.

6. Stand Alone Voice Mail Service

Stand Alone Voice Mail Service provides a mailbox without the associated network access line. A telephone number is assigned to the mailbox and incoming calls are connected to the Voice Mail Service. Stand Alone Voice Mail Service has the same features and functionality (Basic and Enhanced) as Voice Mail Service.

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CENTRAL OFFICE SERVICES

VOICE MAIL SERVICE (Cont'd)

C. FEATURE DESCRIPTIONS

1. Personalized Greeting

Incoming calls to Voice Mail Service will receive the Customer's personalized greeting informing them the called party is unavailable and asking them to leave a message, or any other type message or instructions that may have been pre-recorded into the Voice Mail Service. The greeting can be changed by entering the proper codes from any touch-tone telephone.

2. Message Retrieval

The customer can retrieve messages from the Voice Mail Service by dialing the appropriate number from any touch-tone telephone and entering a programmable security code.

D. REGULATIONS

1. Voice Mail Service and Pager Notification Service are provided at the option of the Company and are offered only from central offices where the Company has arranged facilities for such services.
2. Message Notification Service is not available with Stand Alone Voice Mail Service.
3. Pager Notification Service may not be compatible with some pagers.
4. Voice Mail Service requires touch-tone service.
5. Temporary Suspension of service is not offered with Voice Mail Service

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CENTRAL OFFICE SERVICES

VOICE MAIL SERVICE (Cont'd)

E. APPLICATION OF RATES AND CHARGES

1. The following rates and charges are for Voice Mail Service only and are in addition to any other applicable monthly rates and non-recurring charges for access lines and other services or equipment associated with Voice Mail Service.
2. Service Connection Charges are not applicable when an existing customer establishes or discontinues Voice Mail Service.
3. The Minimum Service period for Voice Mail Service is one month.
4. The optional features, Alternate Answering Service, Busy Line Transfer Service and Message Waiting Tone Service are applicable, as specified elsewhere in this section of the tariff, when used in association with Voice Mail Service.
5. Customers located outside of the Company's franchise area who subscribe to Voice Mail Service may be subject to Extended Area Service (EAS) message charges, Extended Community Calling (ECC) message charges, or Long Distance Message Telecommunications Service message charges, as specified elsewhere in this tariff.
6. Customers that elect Pager Notification Service may be subject to Extended Area Service (EAS) message charges, Extended Community Calling (ECC) message charges, or Long Distance Message Telecommunications Service message charges, as specified elsewhere in this tariff.

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CENTRAL OFFICE SERVICES

VOICE MAIL SERVICE (Cont'd)

F. APPLICATION OF RATES AND CHARGES (Cont'd)

7. For customers that elect ten or more mailboxes, the terms and conditions for payment will be negotiated on an individual contract basis.

This tariff is filed under Sec. 196.194 Wis. Stats. Therefore, any contract or amendment to such contract shall be compensatory as determined under Sec. 196.204 (5) and (6) Wis. Stats. Within 20 days after a contract or an amendment to such a contract has been executed, the Company shall submit to the Commission written notice of the general nature of the contract and the parties to the contract.

The receipt of notification of any contract or amendment to a contract established under this tariff shall not constitute approval of all terms and provisions therein. The Commission retains jurisdiction to investigate on its own motion or upon complaint and contractual term or provision under which the tariffed service is offered, and to take any necessary action pursuant to such investigation, including issuing orders.

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CENTRAL OFFICE SERVICES

VOICE MAIL SERVICE (Cont'd)

E. RATES AND CHARGES

The following rates and charges are applicable to customers subscribing to one to nine Voice Mail Boxes:

		<u>Monthly Rate Range</u>		<u>Current Monthly</u>
		<u>Minimum</u>	<u>Maximum</u>	<u>Rate</u>
1.	Basic Voice Mail Service Mailbox, each	\$2.95	\$6.95	\$3.20
2.	Enhanced Voice Mail Service Mailbox, each	3.95	9.95	5.20
3.	Greeting Only Voice Mail Service (Maximum of 9 Mailboxes)			
	Initial Mailbox	1.00	4.95	1.20
	Additional Mailboxes, each	1.00	1.00	1.00
4.	Pager Notification Service	.50	6.00	3.00
5.	Personal Voice Mail Service (Maximum of 9 Mailboxes)			
	Initial Mailbox	3.95	9.95	5.20
	Additional Mailboxes, each	1.00	1.00	1.00
6.	Stand Alone Voice Mail Service	1	1	1

NOTE 1: Apply rates and charges as specified for Basic Voice Mail Service or Enhanced Voice Service Mail Service

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CENTRAL OFFICE SERVICES

AUTOMATIC ANNOUNCEMENT SERVICE

A. GENERAL

1. The Company will provide, under this portion of this tariff, Automatic Announcement Service to enable a customer to furnish prerecorded announcements involving limited interest information including advertising identification.
2. Where Automatic Announcement Service(s) is associated with local exchange telephone service(s), identities of customers and their addresses will be furnished to all persons requesting such information provided that the inquiring parties specifically identify the telephone numbers for which customer's names and addresses are desired.

B. RATES

Since requirements for this service arrangement (except Time and Temperature Announcement Systems) vary considerably, this service arrangement may include apparatus at filed rates where applicable or at charges based on cost. Announcement lines are furnished at rates and charges for business individual lines.

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CENTRAL OFFICE SERVICES

CALL CONTROL SERVICE (CCS)

A. DESCRIPTION

1. Call Control Service (CCS) is an optional feature that allows single line residence and single line business service Customers, that have restricted their Network Access Line from placing toll calls, the capability to over-ride the toll restriction on a per call basis by using an authorization code.
2. Call Control Service (CCS) provides for the following four optional toll restriction arrangements:
 - a. Option 1
International Direct Distance Dialing (011+)
 - b. Option 2
Information Services (900/976)
 - c. Option 3
All Toll Calls (1+, 0+, 0-, 950, 101XXXX, 011+, 900/976 and 700)
 - d. Option 4
All Toll Calls (1+, 0+, 0-, 950, 101XXXX, 011+, 900/976 and 700)
and Extended Community Calling (ECC) Service calls.

Calls will be allowed to complete to 911 Service and 1+800 toll free Service for all of the above options.
3. To over-ride the toll restriction, the Customer dials a predetermined activation code and a Personal Identification Number (PIN), waits for a second dial tone and then dials the toll telephone number.

(N)

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CENTRAL OFFICE SERVICES

CALL CONTROL SERVICE (CCS) (Cont'd)

A. DESCRIPTION (Cont'd)

4. When a toll call is attempted without the PIN, the caller will hear a second dial tone or Company recorded announcement.

B. REGULATIONS

1. Call Control Service is provided at the option of the Company and can only be provided subject to the availability of facilities and central office capacity.
2. Call Control Service is available for use with Single Line Residence and Single Line Business Network Access Lines, and when available Residence Network Access Lines equipped with Integrated Service Digital Network (ISDN). Call Control Service is not available with Payphone Provider Service, PBX Trunks, Centrex Service, Wide Area Telecommunications Service (WATS) Lines or Off Premises Extension Service.
3. Subscribing to Call Control Service does not relieve the Customer of the responsibility for calls charged to their telephone number.
4. The Company will not be liable to the Customer or any other person or firm, in connection with the provision of this service, including without limitation, the inability to access the Operator or any non-toll-free telephone number for any purpose.
5. Call Control Service is not offered in areas where 911 Service is not available.

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CENTRAL OFFICE SERVICES

CALL CONTROL SERVICE (CCS) (Cont'd)

C. RATES AND CHARGES

The following rates and charges are for Call Control Service only and are in addition to the rates and charges for any other service(s) required to furnish a communications system.

	Installation <u>Charge</u>	Monthly <u>Rate</u>
Call Control Service, per line	1	\$3.50
Change of Personal Identification Number (PIN) Per Customer Request,	1	N/A

NOTE 1: The Subsequent Service Order Charge and Central Connection/Rearrangement Charge, as specified in Section 3 in this Tariff, are applicable when Call Control Service is added to an existing Network Access Line.

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CENTRAL OFFICE SERVICES

BRIDGED ACCESS LINE SERVICE

A. DESCRIPTION

Bridged Access Line Service is an arrangement that allows two local exchange access lines in the same central office, including any associated Remote Switching Unit (RSU), to be connected so that incoming calls for either exchange line may be answered on the other line.

B. REGULATIONS

1. Bridged Access Line Service may combine two Business Access Lines, or two Residence Access Lines. The access lines combined must be on the premises of the same Customer.
2. Bridged Access Line Service is provided only in conjunction with two individual exchange access lines and is subject to the availability of facilities and the ability of the Company to provide satisfactory transmission and signaling arrangements.
3. Bridged Access Line Service does not contemplate the furnishing of additional or special equipment for the purpose of improving transmission. If such additional or special equipment is required, it may be provided based on costs plus a contribution.
4. Bridged Access Line Service may be provided subject to the availability of facilities and central office capacity.
5. Bridged Access Line Service is not available to Payphone Provider Service.

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CENTRAL OFFICE SERVICES

BRIDGED ACCESS LINE SERVICE (Cont'd)

C. APPLICATION OF RATES AND CHARGES

1. All Extended Area (EAS), Extended Community Calling (ECC) message charges and Long Distance Message Toll charges from both exchange access lines are billed to one of the exchange access lines.
2. Exchange access lines rates and charges, as specified in this Section 4 of the Tariff, are applicable for each exchange access line.
3. The appropriate Service Order Charge and Central Office Connection /Rearrangement Charge, as specified in Section 3 of this Tariff, are applicable for Bridged Line Service.

D. RATES AND CHARGES

Bridged Access Line Service

Bridged Line Service, each arrangement

Monthly
Rate

\$9.00

(N)

(N)

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

A. GENERAL DESCRIPTION

1. ISDN BRI Service is a Single Line Business or Single Line Residence Exchange Service that provides access to Circuit Switched Voice Service, Circuit Switched Data Service and where available Packet Switched Data Service.
2. An ISDN BRI Service Line consists off central office facilities, including outside plant facilities, extended from the Company's switching equipment to the customers' premises.
3. An ISDN BRI Service line utilizes an ISDN basic rate interface that provides for two 64 kbps "B" channels and one 16 kbps "D" channel (2B+D).
4. The "B" Channel (Bearer Channel) is a 64 kbps digital channel capable of transporting circuit switched voice, circuit switched data and packet switched data. The D Channel (Delta Channel) is a 16 kbps digital channel used to transport signaling and control information for the "B" Channels and has a maximum packet transmission throughput of 9.6 kbps.

B. SERVICE DESCRIPTIONS

1. Circuit Switched Voice Service

Circuit Switched Voice Service provides the ability to originate and receive circuit switched voice calls over the 64 kbps "B" Channel.

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

B. SERVICE DESCRIPTIONS (Cont'd)

2. Circuit Switched Data Service

Circuit Switched Data Service provides the ability to originate and receive circuit switched data calls over the 64 kbps "B" Channel. Data line speeds up to 64 kbps are permitted

3. Alternate Circuit Switched Voice Service/Circuit Switched Data Service

Alternate Circuit Switched Voice Service/Circuit Switched Data Service provides the ability to originate and receive either circuit switched voice calls or circuit switched data calls over a single "B" Channel but not simultaneously. This arrangement is available where technology permits.

The standard and optional features that are applicable to Circuit Switched Voice Service and Circuit Switched Data Service are also applicable to this service.

C. STANDARD FEATURES

1. Standard Circuit Switched Voice Service Features

a. Analog Line Appearance (Electronic Key Telephone Service Feature)

An arrangement that allows analog lines to have a line appearance on a customer-provided electronic key line telephone set. This arrangement is limited to analog lines that are terminated in the same central office switch. This feature may limit the use of other features and/ or functionality on the analog line.

(N)

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

C. STANDARD FEATURES (Cont'd)

1. Standard Circuit Switched Voice Service Features (Cont'd)

b. Call Hold

An arrangement that allows a station user to hold a call in progress by depressing a programmed button on a customer-provided set.

c. Call Transfer

Incoming and outgoing calls may be transferred to other lines. The station user initiating the transfer is responsible for any local or toll charges on transferred calls.

d. Called Number Display

The called number is displayed on compatible customer premises equipment when an outgoing call is placed.

e. Caller ID

The caller's number, if not blocked, is displayed on compatible customer premises equipment when an incoming call is received.

f. Conference Calling (Three Way)

Allows a station user to hold incoming or outgoing calls, initiate another call, then return to the original call, adding on the last party.

(N)

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

C. STANDARD FEATURES (Cont'd)

1. Standard Circuit Switched Voice Service Features (Cont'd)

g. Denied Origination

Allows call terminations, but prevents the origination of a call.

h. Denied Termination

Allows call origination, but prevents termination of a call.

i. Hunting

Incoming calls to a busy line appearance are redirected to a predetermined telephone number to search for a line on which to complete the call. This may be another circuit switched voice channel, another ISDN station or an analog line. The types of hunting are limited to Series Completion, Multi-Line and Circular. This feature may impact the use of Shared Call Appearance and Multiple Call Appearance in certain serving central offices.

j. Multiple Call Appearances of a Directory Number (Electronic Key Telephone Service Feature)

Provides up to four appearances of the station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network, and/or may originate unique dial tone for additional outgoing access (see Additional Multiple Call Appearance for applications that require more than four call appearances on the same device). This feature may impact the use of Shared Call Appearance in certain serving central offices.

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

C STANDARD FEATURES (Cont'd)

1. Standard Circuit Switched Voice Service Features (Cont'd)

k. Shared Call Appearance (Electronic Key Telephone Service Feature)

Provides the capability to terminate telephone numbers from one ISDN station to another. These numbers will be configured in a Single Call Arrangement (SCA). SCA allows only one set to be active (either originating or terminating) on the Shared Call Appearance at any given time. Manual Exclusion capabilities are available in this arrangement.

2. Standard Circuit Switched Data Service Features

a. Caller ID

The caller's number, if not blocked, is displayed on compatible customer premises equipment when an incoming call is received. The Caller ID feature will forward the calling number from the appropriately equipped originating central office to the customer-provided display device.

b. Clear Channel Capability

Clear Channel Capability is provided since the "D" Channel handles all signaling and control functions. This allows the 64 kbps on each "B" Channel to be used for customer information over the ISDN BRI Service line. Calls may be either 56 kbps or depending on the network capabilities in place between the ISDN BRI Service line and the distant end of the call.

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

C. STANDARD FEATURES (Cont'd)

2. Standard Circuit Switched Data Service Features (Cont'd)

c. Denied Origination

Allows call terminations, but prevents the origination of a call.

d. Denied Termination

Allows call origination, but prevents termination of a call.

e. Hunt Group for Shared Data Access

Provides for the automatic search of a group of shared ports to find an available port in response to a connection request. The types of hunting are limited to Series Completion, Multi-Line and Circular.

D. OPTIONAL FEATURES

1. Optional Circuit Switched Voice Features

a. Additional Call Offering

Provides notification to an ISDN station user that a call directed to that user is present at the service switch even though no "B" Channel can be allocated for the call. Once notified, the station user may free up a "B" Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog station user. The rates and charges for this optional feature are specified in G. following.

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

D. OPTIONAL FEATURES (Cont'd)

1. Optional Circuit Switched Voice Features (Cont'd)

b. Additional Multiple Call Appearances (Electronic Key Telephone Service Feature)

Provides additional call appearances, beyond the initial four appearances, of a stations primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network and/or may originate unique dial tone for additional outgoing access. The rates and charges for this optional feature are specified in G. following,

c. Alternate Answering

Automatically transfers incoming calls that encounter a don't answer condition after a predetermined number of rings to a designated exchange telephone number or Direct Inward Dialing Service (DID) station number. The rates and charges for this optional feature are specified in the section of this tariff for Custom Calling Services.

d. Automatic Callback

Automatically returns the last incoming call whether or not it was answered. If the number is busy, Automatic Callback will continue to redial the number for up to 30 minutes. The rate and charges for this optional feature are specified in the section of this tariff for Custom Calling Services.

(N)

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

D. OPTIONAL FEATURES (Cont'd)

1. Optional Circuit Switched Voice Features (Cont'd)

e. Busy Line Transfer

Automatically transfers incoming calls to an alternate designated exchange telephone number or Direct Inward Dialing (DID) Service station number when the called telephone number is busy. The rates and charges for this optional feature are specified in the section of this tariff for Custom Calling Services

f. Call Forwarding Variable

Automatically transfers all incoming calls to another telephone number designated by the customer. The rates and charges for this optional feature are specified in the section of this tariff for Custom Calling Services

g. Call Screening

Allows the customer to block incoming calls from up to a maximum of ten telephone numbers. The rates and charges for this optional feature are specified in the section of this tariff for Custom Calling Services

(N)

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

D. OPTIONAL FEATURES (Cont'd)

1. Optional Circuit Switched Voice Features (Cont'd)

h. Caller ID with Name

When available, provides for the display of incoming name on a customer provided device attached to the customer's access line or on a telephone answering machine equipped with a built-in display screen. Caller ID with Name Service will forward the calling name from the appropriately equipped central office to the customer-provided display device. The Company will forward all telephone numbers subject to technical limitations. The rates and charges for this optional feature are specified in the section of this tariff for Custom Calling Services

i. Distinctive Ringing

Provides a unique ringing signal to the customer whenever the customer receives calls from designated telephone numbers. The term "distinctive ringing" refers to Company assigned non-standard ringing pattern. There is only one non-standard ringing pattern per feature. The rates and charges for this optional feature are specified in the section of this tariff for Custom Calling Services

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

D. OPTIONAL FEATURES (Cont'd)

1. Optional Circuit Switched Voice Features (Cont'd)

j. Intercom Calling (Electronic Key Telephone Service Feature)

Provides the capability for a voice station user to call another voice station user within the Electronic Key Telephone Service (EKTS) intercom group without affecting the busy/idle status of any of the directory numbers (DNs) of the calling voice station user. Intercom group can consist of just one other voice station user, requiring no intercom address, can consist of two to ten voice station users, requiring a one-digit intercom address, or can consist of two to one hundred voice station users, requiring a two-digit address. This arrangement is a form of abbreviated dialing in that one voice station user can dial another by simply depressing the intercom button and dialing no digits, one or two digits, respectively. The rates and charges for this optional feature are specified in G. following.

k. Message Waiting Indicator

Provides the capability to indicate to the ISDN station user that they have a voice or electronic message waiting at their Message Storage and Retrieval (NMS) System. The rates and charges for this optional feature are specified in G. following.

(N)

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

(N)

D. OPTIONAL FEATURES (Cont'd)

1. Optional Circuit Switched Voice features (Cont'd)

1. Repeat Dialing

Automatically re-dials the last outgoing number dialed, whether the call was answered or not. If the called number is busy, the number is automatically re-dialed for up to 30 minutes. The rates and charges for this optional feature are specified in the section of this tariff for Custom Calling Services

m. Secondary Telephone Numbers

Provides an additional telephone number and one call appearance which is not physically terminated but exists in the programming of circuit switched voice. The additional directory number, while not terminated on a dedicated facility, may be accessed from the network, and may originate unique outgoing dial tone from one instrument that has another directory number as its primary directory number. The rates and charges for this optional feature are specified in G. following.

n. Station-Controlled Conference (6 Port)

Allows a station user to establish a conference call consisting of a maximum of six conferees, including the originator of the conference call. The rates and charges for this optional feature are specified in G. following.

(N)

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

D. OPTIONAL FEATURES (Cont'd)

1. Optional Circuit Switched Voice features (Cont'd)

o. Speed Calling

Allows calling to other telephone numbers by dialing an abbreviated code rather than the complete telephone number. Available with an 8 or 30 telephone number capacity. The rates and charges for this optional feature are specified in the section of this tariff for Custom Calling Services

2. Optional Circuit Switched Data Service Features

a. Additional Call Offering

Provides notification to an ISDN station user that a call directed to that user is present at the service switch even though no "B" Channel can be allocated for the call. Once notified, the station user may free up a "B" Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog station user. The rates and charges for this optional feature are specified in G. following.

b. Alternate Answering

Automatically transfers incoming calls that encounter a don't answer condition after a predetermined number of rings to a designated exchange telephone number or Direct Inward Dialing Service (DID) station number. The rates and charges for this optional feature are specified in the section of this tariff for Custom Calling Services.

(N)

(N)

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ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

D. OPTIONAL FEATURES (Cont'd)

2. Optional Circuit Switched Data Service Features (Cont'd)

c. Busy Line Transfer

Automatically transfers incoming calls to an alternate designated exchange telephone number or Direct Inward Dialing (DID) Service station number when the called telephone number is busy. The rates and charges for this optional feature are specified in the section of this tariff for Custom Calling Services

d. Call Forwarding Variable

Automatically transfers all incoming calls to another telephone number designated by the customer. The rates and charges for this optional feature are specified in the section of this tariff for Custom Calling Services

(N)

(N)

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

(N)

E. REGULATIONS

1. Provision of Service

- a. ISDN BRI Service is provided at the option of the Company and is furnished subject to the central office switching capacity and the availability of outside plant facilities.
- b. The availability, functionality and capabilities of ISDN BRI Service feature may vary by type of serving central office switch.
- c. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in provisioning of ISDN BRI Service render any facilities provided by the customer obsolete or require modification of such equipment or system, or otherwise affect its use or performance.
- d. Where available, a maximum of eight services, two of which may be "B" Channel Services, are permitted for each ISDN BRI Service line.

2. Payment for Service

ISDN BRI Service is offered under a Month to Month Payment Plan

3. Temporary Suspension of Service

Temporary Suspension of Service is not offered with ISDN BRI Service

4. Directory Listings

The Company will furnish without charge one Directory Listing for each ISDN BRI Service. Additional directory listings may be provided as specified elsewhere in this tariff for Additional Directory Listings.

(N)

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

E. REGULATIONS (Cont'd)

5. Transmission Specifications

An ISDN BRI Service line consists of a non-loaded two-wire facility.

The standard ISDN BRI Service line utilizing an ISDN Basic Rate Interface (BRI) consists of:

A maximum of 42db loop loss at a 40 KHz test tone terminate into 135-ohm impedance. The 42 db loss includes all central office facilities, outside plant facilities and inside wiring.

6. Interface Specifications for Customer-Provided Equipment (CPE)

Customer-Provided Equipment (CPE) compatibility requirements are listed in the Technical References. All Customer-Provided Equipment used to interface with ISDN BRI Service is required to conform with the technical Reference Specifications as used by the Company and found in the following Technical Reference:

Technical Reference TR-NIS-000068

7. Application of Rates and Charges for Other Service(s)

Rates and charges for other service(s) that normally apply on a per line basis apply on a per channel basis for this service.

(N)

(N)

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

E. REGULATIONS (Cont'd)

8. Distance Extension Service

An ISDN BRI Service line may be provided, at the option of the Company, to a customer's location served by the Customer's normal serving central office but beyond the normal transmission parameters as specified in 5. preceding. In such cases, in addition to the rates and charges for an ISDN BRI Service line, Distance Extension Service rates and charges are applicable as specified in G. 4. following.

9. Liability of the Company

The Company shall not be liable for any loss or damages arising out of error, interruptions, defects, failure, or malfunction, of ISDN BRI Service or associated equipment. Damages arising out of such interruptions, defects, failures or malfunctions of service after the Company has been notified. and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

(N)

(N)

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

F. APPLICATION OF RATES AND CHARGES

1. Circuit Switched Voice Service calls will be subject to Extended Community Calling (ECC) Service charges or Long Distance Message Telecommunications service charges as specified elsewhere in this tariff.
2. Circuit Switched Data Service calls will be subject to Extended Community Calling (ECC) Service charges or Long Distance Message Telecommunications service charges as specified elsewhere in this tariff.
3. ISDN BRI Service is subject to the Federal Communications (FCC) End User Common Line (EUCL) charge(s) under the terms and conditions specified by the FCC. The customer shall be liable for all adjustments to the EUCL charge(s) as mandated by the FCC.

(N)

(N)

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

G. RATES AND CHARGES

The following rates and charges are in addition to the rates and charges for any other service(s) to furnish a communications system.

	Installation Charges ¹	Per Month
1. Network Access Line		
ISDN BRI Service Line		
Per Line ²	\$25.00	\$21.95
2. Additional Circuit Switched Voice and Circuit Switched Data Channels		
Circuit Switched Voice Service		
Additional "B" Channel ³	15.00	12.00
Circuit Switched Data Service		
Additional "B" Channel	15.00	8.00
Alternate Circuit Switched Voice/ Circuit Switched Data Service		
Additional "B" Channel ³	15.00	12.00

NOTE 1: Service Connection Charges, as specified in Section 3 in this tariff, are also applicable.

NOTE 2: Includes one Circuit Switched "B" Channel (Voice or Data) and the "D" Channel. The "B" Channel also includes one telephone number and directory listing.

NOTE 3: Includes one telephone number and directory listing.

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BPI) SERVICE (Cont'd)

G. RATES AND CHARGES (Cont'd)

	<u>Installation Charge</u>	<u>Per Month</u>
3. Optional Features		
Additional Call Offering	1	\$2.50
Additional Multiple Call Appearances each,	1	2.00
Intercom Calling Per Member,	1	1.50
Message Waiting Indicator each,	1	2.50
Secondary Telephone Numbers each,	1	2.50
Station-Controlled Conference (6 Port)	\$15.00	15.00

NOTE 1: Apply the appropriate Service Connection Charges as specified elsewhere
in this tariff.

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CENTRAL OFFICE SERVICES

ISDN BASIC RATE INTERFACE (BRI) SERVICE (Cont'd)

G. RATES AND CHARGES (Cont'd)

		<u>Installation Charge</u>	<u>Per Month</u>
4.	Distance Extension Service Per ISDN BRI Service Line	1	\$20.75
5.	Additions, Deletions, Rearrangements, and Changes for:		
	Circuit Switched Voice Service Per Customer Request	1	N/A
	Circuit Switched Data Service Per Customer Request	1	N/A

NOTE 1: Apply the appropriate Service Connection Charges as specified elsewhere
in this tariff.

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DIGITAL SUBSCRIBER LINE SERVICE

DIGITAL SUBSCRIBER LINE SERVICE (DSL)

A. DESCRIPTION

1. DSL Service is a Single Line Exchange Service that provides Circuit Switched Voice Service and digital connectivity to a high-speed data link(s) for residence service Customers and high-speed data link(s) for business service Customers.
2. DSL Service is provided by utilizing Asymmetric Digital Subscriber Line (ADSL) technology. ADSL is a network technology that utilizes single line service and special modems to provide high-speed data access.
3. DSL Service consists of central office equipment (a Digital Subscriber Line Access Multiplexer (DSLAM)) and existing copper facilities extended from the Company's central office to the Customer's premises.
4. DSL Service is asymmetrical in that more bandwidth is delivered downstream to the Customer than is delivered from the Customer back to the network.

B. REGULATIONS

1. Provision of Service
 - a. DSL Service is provisioned over the Company's existing copper facilities that provide a connection between the Customer's premises and the Company's central office which provides access to an Internet service provider.

(N)

(N)

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DIGITAL SUBSCRIBER LINE SERVICE

DIGITAL SUBSCRIBER LINE SERVICE (DSL) (Cont'd)

B. REGULATIONS (Cont'd)

1. Provision of Service (Cont'd)

- b. The Company will qualify the DSL Service between the Company's central office and the Customer's premises. The purpose of the qualification is to determine the availability and suitability of the Company's existing copper facilities to provide this service. The Company will not provision DSL Service on facilities that are not suitable for Service.
- c. The Company does not undertake to originate data, but offers the use of its service components, where available, to Customers for the purpose of transporting customer-originated data.
- d. DSL Service may be provided subject to availability and limitations of Company's central office and outside plant facilities and is only available where technical capabilities permit.
- e. The Company will not provision DSL Service if the Company reasonably determines that it is not technically feasible over existing facilities that it will cause interference problems with existing service.
- f. During the Company's network maintenance and software updates period(s), it may be necessary to place the DSL Service out of service. The Company also reserves the right to temporarily interrupt DSL Service at other times in emergency situations.

1. Temporary Suspension of Service

Temporary Suspension of Service is not offered with DSL Service.

(N)

(N)

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DIGITAL SUBSCRIBER LINE SERVICE

DIGITAL SUBSCRIBER LINE SERVICE (DSL) (Cont'd)

(N)

B. REGULATIONS (Cont'd)

3. Minimum Service Period

The Minimum Service Period for DSL Service is three months.

4. Responsibility of the Company

The Company will provision DSL Service for the Customer up to and including the Network Interface (NI).

5. Responsibility of the Customer

The Customer is responsible for providing compatible Customer provided equipment (CPE) that is used for connection to DSL Service.

The Customer is responsible for providing the Company with the necessary information to provision DSL Service.

The Customer is responsible for obtaining permission from its subscriber(s) for the Company's employees or agent to enter the Customer's premises at any reasonable hour for the purpose of installing, inspecting, repairing, or upon termination of service, removing the service components of the Company.

The Customer is responsible for providing protection on their computer(s) to prevent illegal access to their computer(s).

6. If a Customer subscribes to both Video Speed Service and DSL Service, then a discount of \$9.95 will be applied to the total charges for DSL and Video Services.

7. If a Customer subscribes to multiple DSL Services under a term agreement in C., the customer is not subject to an early termination charge if the customer continues to take the same number of DSL Services even if the customer has end-users discontinue service. The installation charge specified in C. will be applied to new end-users.

(N)

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DIGITAL SUBSCRIBER LINE SERVICE

DIGITAL SUBSCRIBER LINE SERVICE (DSL) (Cont'd)

B. REGULATIONS (Cont'd)

8. If it is determined that DSL Service is subject to federal jurisdiction, DSL Service, terms, conditions, rate, and charges will be subject to a Federal Communications Commission (FCC) tariff filing.
9. The maximum Up Speed of 384 Kbps and Down Speed of 1.5 Mbps of the line are from the Customer's premises to the Company's Central Office equipment (DSLAM). The maximum UP Speed and Down Speed to the end-user will be determined by the internet provider.

C. RATES AND CHARGES

1. A Residence Line or Business Line, as specified in Section 4 in this tariff, is required for each line equipped with DSL Service.
2. The following rates and charges are in addition to the rates and charges for any other service(s) to furnish a communications system:

	<u>Installation Charge</u>	<u>Per Month</u>
Per Line Equipped ¹		
Month-to-Month	\$50.00	\$24.95
3-Year	50.00	19.95

Note 1: In addition to the charges for the residence or business lines.

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(N)

(N)

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DIGITAL SUBSCRIBER LINE SERVICE

DIGITAL SUBSCRIBER LINE SERVICE (DSL) (Cont'd)

C. RATES AND CHARGES (Cont'd)

3. Early Termination Charge

An early termination charge is applicable if a customer signs up for DSL under a 3-year term and terminates service prior to the end of the 3-year term. The early termination charge is equal to the number of months remaining in the term agreement times the monthly rate for the 3-year term. For example, if a customer signed up for DSL under a 3-year term and terminates DSL after two years, the early termination charge would be \$239.40 (36-24 months * \$19.95/month).

(N)

(N)

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VIDEO SPEED SERVICE (VSS)

VIDEO SPEED SERVICE (VSS)

A. DESCRIPTION

1. Video Speed Service (VSS) is a Single Line Exchange Service that provides Circuit Switched Voice Service and digital connectivity to a distributed one-way high-speed video link(s).
2. VSS is provided by utilizing Video Digital Subscriber Line (VDSL) technology. VDSL is a network technology that utilizes single line service and special modems to provide high-speed video access.
3. VSS consists of central office equipment (a Digital Subscriber Line Access Multiplexer (DSLAM)) and existing copper facilities extended from the Company's central office to the Customer's premises.

B. REGULATIONS

1. Provision of Service

- a. In order to provide VSS, the Customer must subscribe to the Company's local exchange service as specified in Section 4 of this Tariff. The Company will automatically disconnect VSS when the associated local exchange service, network access line, is disconnected for any reason.

(N)

(N)

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VIDEO SPEED SERVICE (VSS)

VIDEO SPEED SERVICE (VSS) (Cont'd)

B. REGULATIONS (Cont'd)

1. Provision of Service (Cont'd)

- b. The Company will qualify the VSS between the Company's central office and the Customer's premises. The purpose of the qualification is to determine the availability and suitability of existing Company copper facilities to provide this service. The Company will not provision VSS on facilities that are not suitable for VSS.
- c. The Company does not undertake to originate video programming, but offers the use of its service components, where available, to the Customers for the purpose of transporting video.
- d. VSS is provided subject to availability and limitations of Company's central office and outside plant facilities and is only available where technical capabilities permit.
- e. The Company will not provision VSS if the Company reasonably determines that it is not technically feasible over existing facilities or that it will cause interference problems with existing service.
- f. During the Company's network maintenance and software updates period(s), it may be necessary to place the VSS out of service. The Company also reserves the right to temporarily interrupt VSS at other times in emergency situations.

(N)

(N)

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VIDEO SPEED SERVICE (VSS)

VIDEO SPEED SERVICE (VSS) (Cont'd)

B. REGULATIONS (Cont'd)

2. Temporary Suspension of Service

Temporary Suspension of Service is not available for VSS.

3. Minimum Service Period

The Minimum Service Period for VSS Service is three months. The early termination charge for terminating service prior to three months is the recurring charge for the months less any charges paid for VSS.

4. Responsibility of the Company

The Company will provision VSS Service for the Customer up to and including the Network Interface (NI).

5. Responsibility of the Customer

The Customer is responsible for providing the Company with the necessary information to provision VSS.

The Customer is responsible for obtaining permission for the Company's employees or agent to enter the Customer's premises at any reasonable hour for the purpose of installing, inspecting, repairing, or upon termination of service, removing the service components of the Company.

The Customer is responsible for providing protection on their customer premise equipment to prevent illegal access to their equipment and the video programming.

(N)

(N)

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VIDEO SPEED SERVICE (VSS)

VIDEO SPEED SERVICE (VSS) (Cont'd)

C. APPLICATION OF RATES AND CHARGES

The following rates and charges are in addition to the rates and charges for any other service(s) to furnish a communications system:

	<u>Install</u> <u>Charge</u> ¹	<u>Per</u> <u>Month</u>
Per Line Equipped ²		
Video Grade Line	\$50.00	\$14.95

NOTE 1: Service Connection Charges are not applicable to install VSS if it is done at the same time that DSL service is installed.

NOTE 2: The rates/charges for a Network Access Line, as specified in Section 4 of this Tariff, are also applicable.

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(N)

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CENTRAL OFFICE SERVICES

RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

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RESERVED FOR FUTURE USE

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CENTRAL OFFICE SERVICES

RESERVED FOR FUTURE USE

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CENTRAL OFFICE SERVICES

DIGITAL TRANSPORT SERVICE (DTS)

A. DESCRIPTION

1. Digital Transport Service (DTS) delivers voice grade service from the serving Central Office to a customer's premises. DTS consists of a digital interface, located in the Company's Central Office that is connected to a DS1 facility (1.544 Mbps) that terminates on the Customer's premises. DTS supports Direct Inward Dialing (DID) Service and Direct Outward Dialing (DOD).
2. Clear Channel capability is an optional feature of DTS.

B. REGULATIONS

1. Digital Transport Service (DTS) is offered from Central Offices where the Company has arranged facilities for such service.
2. Digital Transport Service is comprised of the following three elements:
 - (1) Digital Interface
 - (2) Trunk Terminations
 - (3) DS1 Facility
3. All signals generated by the Customer provided Network Channel Terminations Equipment (NCTE) must comply with the signal and format constraints in Bell Communications Research Technical References TR-NPL-000054, and Ameritech Digital Transport Service AM-TR-TMO-000101.
4. Availability and functionality of DTS may vary by serving Central Office and switch type. The Company will determine whether DTS can be provisioned with the customer's service and equipment.

(N)

(N)

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CENTRAL OFFICE SERVICES

DIGITAL TRANSPORT SERVICE (DTS) (Cont'd)

B. REGULATIONS (Cont'd)

5. Customers who choose this service are restricted to only having one PIC per trunk group for InterLATA and one PIC for IntraLATA service.
6. Touch Calling Service is an included feature of DTS.

C. APPLICATION OF RATES AND CHARGES

1. The rates and charges for DS1 Service, as specified in the National Exchange Carrier Association (NECA) Interstate Access Tariff – FCC No. 5 Section 7.10 or the Wisconsin State Telecommunications Association (WSTA) Intrastate Access Tariff No 1. Section 7.10, are applicable for each DS1 Interface.
2. Termination charges for DS1 Service, as specified in the National Exchange Carrier Association (NECA) Interstate Access Tariff - FCC No. 5 Section 7.10 or the Wisconsin State Telecommunications Association (WSTA) Intrastate Access Tariff No. 1 Section 7.10 are also applicable.
3. Any rates and charges for DID Station Numbers is specified in a Section of a Tariff for Direct Inward Dialing (DID) Service. DID Station Numbers are required to provide Direct Inward Dialing features.
4. DS1 Service is subject to the Federal Communications (FCC) End User Common Line (EUCL) charge under the terms and conditions specified by the FCC. The customer shall be liable for all adjustments to the EUCL as mandated by the FCC.
5. Extended Community (ECC) Service calls and Message Toll Service calls are applicable to calls outside the Local Service Area.

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CENTRAL OFFICE SERVICES

DIGITAL TRANSPORT SERVICE (DTS) (Cont'd)

C. APPLICATION OF RATES AND CHARGES (Cont'd)

6. The following prices are applicable to standard installments of Digital Transport Service and are in addition to all other charges for associated services and equipment necessary to provide telecommunications service.
7. The prices for Digital Transport Service in this tariff will be utilized unless market demands require rates and charges to be negotiated with the customer on an individual case basis (ICB).

This tariff is filed with Sec. 196,194, Wis. Stats. Therefore, any contract or amendment to such a contract shall be compensatory as determined under Sec. 196. 204 (5) and (6) Wis. Stats. Within 20 days after a contract or an amendment to such a contract has been executed, the Company shall submit to the Commission written notice of the general nature of the contract and the parties of the contract.

BOARD OF DIRECTORS AUTHORIZATION _____

APPLICABLE TO BILLS RENDERED ON AND AFTER _____

(N)

(N)

PUBLIC COMMISSION OF WISCONSIN
TELEPHONE RATE FILE

AMHERST TELEPHONE COMPANY

Name of Utility

Exchange All
Section No. 6
Sheet No. 57
Amendment No. 74

CENTRAL OFFICE SERVICES

DIGITAL TRANSPORT SERVICE (DTS) (Cont'd)

(N)

D. TERMINATION CHARGES

1. Termination liability is applicable when service, the Digital Interface, is disconnected prior to the contracted period of time.
2. The applicable termination charges are the dollar difference between the appropriate monthly or contracted rate currently obtainable for the number of months the service was actually in service and the Customer's current contracted rate for each month the service was provided.

For example:

A customer subscribes to a 36-month contract period and disconnects service during the 13th month. The Customer's termination charge would be:

$(12\text{-month contract rate} - 36\text{ month contract rate}) \times 13 = \text{Termination Charge}$

The 12-month contract rate would have been obtainable for service for 12 months and one month extension also at the 12-month contract rate.

3. All termination charges will be based on the contract rates in effect at the time of termination.

(N)

PUBLIC COMMISSION OF WISCONSIN
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AMHERST TELEPHONE COMPANY

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CENTRAL OFFICE SERVICES

DIGITAL TRANSPORT SERVICE (DTS) (Cont'd)

E. RATES AND CHARGES

	Installation	Month	12 Month	36 Month
	<u>Charge</u> ¹	<u>to Month</u>	<u>Contract</u>	<u>Contract</u>
1. Digital Interface, each	\$200.00	\$176.82	150.00	140.00
2. Trunk Terminations, in 24 line increments, each		4	4	4
3. DS1 Facility ²				
4. Subsequent Additions and/or Rearrangements ³				

Note 1: Service Connection Charges, except Central Office Connection Charges, as specified in Section 3 of this tariff are also applicable.

Note 2: The rates and charges for DS1 Service, as specified in Section 6c in this Tariff, are applicable for each DS1 Interface.

Note 3: The Subsequent Service Order Charge (per Customer request) and the Central Office Connection/Rearrangement Charge (per trunk and/or channel) is applicable for subsequent changes and/or rearrangements.

Note 4: The trunk termination charge is equal to the Business, one -party rate in Section 4 of this Tariff, for the applicable local exchange

BOARD OF DIRECTORS AUTHORIZATION _____
APPLICABLE TO BILLS RENDERED ON AND AFTER _____

(N)

(N)

PUBLIC SERVICE COMMISSION OF WISCONSIN
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Sheet No. 1

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MISCELLANEOUS SERVICES

SECTION 7

TITLE SHEET

Schedule of Rates, Charges
and Regulations Applicable to
Miscellaneous Services of
Amherst Telephone Company

Issued _____ Applicable to bills rendered on and after _____

PSCW Authorization by order No. _____

Letter CT 28-897

PUBLIC SERVICE COMMISSION OF WISCONSIN
TELEPHONE RATE FILE

AMHERST TELEPHONE COMPANY

Name of Utility

Exchange ALLSection No. 7Sheet No. 2Amendment No. 1

MISCELLANEOUS SERVICES

DIRECTORY LISTINGS

A. GENERAL

Primary and additional directory listings are provided in the alphabetical section of the telephone directory in accordance with the regulations and rates specified herein.

B. REGULATIONS

1. Directory listings are provided in connection with each customer service as specified herein. Public telephones and service associated with customer-provided audible indicating equipment are not listed in the directory.
2. The alphabetical section of the telephone directory consists of a list of names of customers in alphabetical order and is designed solely for the purpose of informing calling parties of the telephone numbers of customers and those entitled to use the customer's service as an aid to the use of telephone service, and special position or arrangement of names is not contemplated.
3. Listings must conform to the Company's specifications with respect to its directories.
 - a. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the customer is not impaired thereby. Where more than one line is required to properly list the customer, no additional charge is made.

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MISCELLANEOUS SERVICES

DIRECTORY LISTINGS (Cont'd)

B. REGULATIONS (Cont.)

- b. The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- 4. The initial contract period for additional listings, where the listing appears in the directory, is the directory period. Each directory period, with the appearance of the listing in the directory, will constitute a separate initial contract period. Listings are automatically included in each directory issue unless notice to the contrary is received from the customer.

Termination charges for additional listings, where the listing appears in the directory, are the charges due to the end of the directory period, except that in the following cases, the termination charges will be only the charges due for the period service has been rendered:

- a. The contract for the main service or Joint User Service is terminated.
- b. The listed party contracts for service in his own name.
- c. The customer or listed party moves to a new location as a result of which the service of the customer is not available to the listed party.
- d. The listed party dies.

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MISCELLANEOUS SERVICES

DIRECTORY LISTINGS (Cont'd)

B. REGULATIONS (Cont'd)

5. Nonpublished Telephone Service (Private Number)

A nonpublished telephone service will be furnished, at the customer's request providing for the omission or deletion of the customer's telephone listing from the telephone directory and, in addition, the customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth below.

- a. The Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number.
- b. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged.
- c. When a customer with nonpublished service places a call over a 911 service to a public safety answering point, and the public safety answering point attendant places such call on called party hold, and such call is represented to the Company to be of an emergency nature, the Company will release the name and address of the calling party, without recourse, where such information can be determined, to the appropriate local governmental authority responsible for the 911 service upon request of such governmental authority.

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MISCELLANEOUS SERVICES

DIRECTORY LISTINGS (Cont'd)

B. REGULATIONS (Cont'd)

6. Non-Listed Telephone Service (Semi-private Number)

A non-listed telephone service will be furnished, at the customer's request, providing for the omission or deletion of the customer's telephone listing from the telephone directory. Such listings will be carried in the Company's directory assistance (information) and other records and will be given to any calling party.

7. One primary listing which will include the name, address, and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished at no charge.

8. Business additional listings are not permitted in conjunction with residence service.

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MISCELLANEOUS SERVICES

DIRECTORY LISTINGS (Cont'd)

C. RATES

1. The rates for Non-Published Telephone Service (Private Number) or Non-Listed Telephone Service (Semi-private Number Service) do not apply to the following:
 - a. Payphone Provider Service.
 - b. Special Reversed Charge Toll Service.
 - c. When the customer has other service listed in the same name in the alphabetical directory for the territory in which the customer is located provided that both services are of the same class or the services are of different classes and arrangements have been made that calls to the listed number will generally be answered.
 - d. Service to a customer involving data terminals where there is no voice use contemplated.

(T)

Issued _____ Applicable to bills rendered on and after 5-1-00

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TELEPHONE RATE FILE

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MISCELLANEOUS SERVICES

DIRECTORY LISTINGS (Cont'd)

C. RATES (Cont'd)

2. Regular and Special Types of Additional Listings

The following rates apply for regular and special types of additional listings, and shall be effective at the time the listing is placed on the directory assistance records.

	<u>Code</u>	<u>Monthly</u>
a. Additional Listings:		
Business, per listing		\$1.00
Residence, per listing		1.00
b. Alternate Listings:		
Business, per listing		1.00
Residence, per listing		1.00
c. Cross-Reference Listing:		
Business, per listing		1.00
Residence, per listing		1.00
d. Foreign Listing:		
Business, per listing		1.00
Residence, per listing		1.00
e. Non-published Listing:		
Business, per listing		2.00
Residence, per listing		2.00
f. Non-listed Listing		
Business, per listing		1.00
Residence, per listing		1.00

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MISCELLANEOUS SERVICES

DIRECTORY ASSISTANCE SERVICE

A. GENERAL

Customers may obtain assistance in determining telephone numbers by calling a Directory Assistance Operator subject to the regulations and charges shown herein.

B. REGULATIONS

1. Charges apply for Directory Assistance Service calls placed for numbers in the local calling area in which the customer receives Local Exchange Telecommunications Service, for numbers in all other exchanges within the Numbering Plan Area (NPA) in which the customer is located and for numbers in all other exchanges outside the NPA in which the Customer is located.
2. Additional charges are also applicable, as specified in C. following, when the distant number is obtained by an operator who places and completes an operator station-to-station call.

(N)

(N)

(N)

(N)

(D)

(D)

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Letter JAN 16 2001

PUBLIC SERVICE COMMISSION OF WISCONSIN
TELEPHONE RATE FILE

AMHERST TELEPHONE COMPANY

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MISCELLANEOUS SERVICES

DIRECTORY ASSISTANCE SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

3. Exempt from a charge for Directory Assistance Service are calls originating from accounts being used by certified visually or physically handicapped persons; from Payphone Provider Service telephones or from all Hospitals that equip patient rooms for telephone service. (T)
4. A maximum of two requested telephone numbers is provided with each directory assistance call request. (T)
5. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the customer shall indemnify and save the Company harmless against all claims, damages, or judgments (including costs and reasonable attorney's fees) that may arise from the use of such information. (T)

C. RATES

The rates shown are in addition to all rates and charges applicable for service and equipment with which this service may be furnished.

Charge Per Call

Directory Assistance Calls		
Per Call	\$0.45 (I)	(T)
Directory Assistance Calls Competed by the Operator		(N)
Additional Charge, Per Call	0.25	(N)

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MISCELLANEOUS SERVICES

PAYPHONE PROVIDER SERVICE

A. DESCRIPTION

1. Payphone Provider Service provides for the use of customer-provided coin operated or coinless telephones. Payphone Provider Service utilizes a voice grade business access line, Basic Coin Transmission Dial Tone Line, to connect the customer-provided equipment to the Company's central office.

B. DEFINITIONS

1. Answer Supervision - Line Side -

An optional feature which provides the capability of determining when positive answer supervision has been returned by the terminating station. This feature is only available from central offices which have been equipped to provide this feature and may be in-compatible with other optional features.

2. Basic Coin Transmission Dial Tone Line-

A network access line used to connect customer-provided coin operated or coinless telephone equipment to and from the telecommunications network.

3. Coin Collection and Return -

Coin signaling provided by the network. Coin collection occurs when a call is completed. Coin return will return the coins to the calling party when a busy signal or no answer is encountered.

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MISCELLANEOUS SERVICES

PAYPHONE PROVIDER SERVICE (Cont'd)

A. DEFINITIONS (Cont'd)

4. Coin Supervision Additive -

An optional feature provided from central offices that are equipped to provide this feature. The feature is provided when payphone equipment connected to the Basic Coin Transmission Dial Tone Line requires central office coin supervision capability. This feature provides the capability of central office line equipment to pass signals and/or tones from the Basic Coin Transmission Dial Tone Line to a trunk terminating at the Payphone Provider's operator service provider. These signals enable the operator service provider to recognize coin deposits and coin returns to the pay telephone user. The Coin Supervision Additive feature also permits a suitably equipped operator service provider to automatically ring back the originating local exchange service line upon completion of call.

5. Company -

The Amherst Telephone Company.

6. Payphone Provider -

The customer, or the Company, that subscribes to the Payphone Provider Service.

7. Selective Class of Call Screening -

An optional feature provided where facilities are available. This screening is provided to alert the operator services system that an originating non-sent paid operator assisted call is to be restricted to collect, calling card, or third party billing.

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MISCELLANEOUS SERVICES

PAYPHONE PROVIDER SERVICE (Cont'd)

C. RULES AND REGULATIONS

1. The Payphone Provider Service is classified as business service. It is subject to the terms, rates and conditions applicable to business service as described elsewhere in this Tariff.
2. Payphone Provider Service may be provided on a measured service basis, or a fixed rate basis. Applicable message charges are found in Section D.1.a. will apply in all exchanges equipped with appropriate central office metering equipment. A fixed rate charge as found in Section D. 1, following, will apply in all exchanges not equipped with metering equipment.
3. The maximum of one payphone instrument may be connected to one Basic Coin Transmission Dial Tone Line. Extensions to this line are not permitted. A Payphone Provider must use a separate line for each payphone instrument installed and will be billed the tarified rate for each line. Off-premise extensions are not permitted.
4. Directory listings may be provided under the regulations which provide for the furnishing of listings for business service.
5. Directories will be provided to the Payphone Provider on the same basis as business access lines.
6. The Company shall not be liable for shortages of coins deposited and/or collected from the Payphone Provider's payphone instrument.
7. The Company shall not be liable for end-user fraud of any nature occurring at, or in association with, the Payphone Provider's payphone equipment.

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MISCELLANEOUS SERVICES

PAYPHONE PROVIDER SERVICE (Cont'd)

C. RULES AND REGULATIONS

8. Responsibility of the Payphone Provider

- a. The Payphone Provider is responsible for the installation, operation and maintenance of the customer-provided instrument and any associated equipment such as booths, shelves, directories and any other ancillary equipment. The Payphone Provider is responsible for complying with the requirements of the Americans with Disabilities Act. The Payphone Provider is responsible for providing terminal equipment that is hearing aid compatible and meets all standards for handicapped users as required by law, including height restrictions.
- b. It is the responsibility of the Payphone Provider to insure its terminating equipment is properly equipped if it desires the optional feature, Coin Supervision Additive.
- c. The Payphone Provider is responsible for the payment of all charges originating, or accepted at this service, incurred through the use of the Basic Coin Transmission Dial Tone Line including local messages, toll messages, and calls to directory assistance. The Payphone Provider is responsible for any federal, state, or local taxes on the customer-provided payphone, or on calls made from that payphone.
- d. The customer-provided payphone must be registered in compliance with Part 68 of the FCC's Registration program.

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MISCELLANEOUS SERVICES

PAYPHONE PROVIDER SERVICE (Cont'd)

C. RULES AND REGULATIONS (Cont'd)

8. Responsibility of the Payphone Provider (Cont'd)

e. The Payphone Provider is responsible for providing at no charge to the caller and without depositing coins;

- (1) Access to dial tone,
- (2) Access to 911 emergency services,
- (3) Access to operators,
- (4) Access to 800 numbers,
- (5) Access to IOXXX numbers, and
- (6) Access to telecommunications relay service calls for the hearing disabled.

f. The Payphone Provider is responsible for posting and prominently displaying all information required by the Federal Communications Commission, or the Wisconsin Public Service Commission.

g. The Payphone Provider is responsible for compliance with the Rules and Regulations of the Wisconsin Public Service Commission, or the Federal Communications Commission related to payphone service and equipment.

h. Disconnection of Payphone Provider Service due to a violation of the tariff will be pursuant to the disconnection procedures found in Chapter PSC 165.052, Wis. Adm. Code, or its successor chapter.

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MISCELLANEOUS SERVICES

PAYPHONE PROVIDER SERVICE (Cont'd)

D. RATES AND CHARGES

The following rates and charges are for Payphone Provider Service only and are in addition to the rates and charges for any other service(s) required to furnish a communications system.

	Non-Recurring <u>Charge</u>	<u>Per Month</u>
1. Basic Coin Transmission Dial Tone Line	1	1
a. A message charge of (\$None) will be applied per local message originating over the above-listed line.		
2. Optional Features		
a. Coin Supervision Additive		\$2.21
b. Answer Supervision, Line Side, Per Line		N/A
c. Selective Class of Call Screening, Per Line		N/A

NOTE 1: Tariffed charges/rates for a business access line, as found in other sections of this tariff, are also applicable to Payphone Provider Service.

NOTE 2: Until detariffing occurs on October 6, 1997, the Coin Charge for each outgoing local message is \$0.25 and each out-going Extended Community Calling (ECC) call is \$0.60.

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MISCELLANEOUS SERVICES

PRIVATE LINE SERVICE (RADIO LOOP OR SIGNALING LOOP)

A. GENERAL

1. An intraexchange 2-wire loop between points in the same exchange area furnished on a continuous (24-hours per day) service basis.
2. The local loop provides for the remote location of a radio transmitter from its base station or as a private line for supervisory control and miscellaneous signaling purposes.
3. The Company's service responsibility is limited to that furnished by its own facilities using normal cable routing between the points to be served.

B. RATES AND CHARGES

Monthly

- | | | |
|----|--|--------|
| 1. | Single loop circuit -First 1/4 mile increment | \$5.00 |
| 2. | Single loop circuit - Subsequent 1/4 mile increments | 2.00 |
| 3. | The appropriate Service Connection Charges are applicable for the move, change or installation of the private line local loop. | |

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MISCELLANEOUS SERVICES

VOLUME CONTROLLED HANDSET

A. DESCRIPTION

A Volume Controlled Handset to amplify incoming speech is furnished for use to customers whose hearing is impaired or to assist in overcoming high room noise conditions.

B. RATES AND CHARGES

The following rates and charges are for the Volume Controlled Handset only and are in addition to any other applicable monthly rates and non-recurring charges for other services and equipment associated with the Volume Controlled Handset.

Per Month

Volume Controlled Handset, Each	\$0.55
---------------------------------	--------

Optional One Time Charge (in lieu of monthly rates), each \$36.88*

- * The one time charge shown is available on an optional basis in lieu of regular monthly rates to disabled customers or disabled members of a customer's household for the Volume Controlled Handset that will help overcome a disability in the use of the telecommunications network. The Volume Controlled Handset provided under this option remains the property of the Company and rights under this option are not transferable. The Company's obligation to furnish new installations or maintain existing installations will cease when this equipment is no longer reasonably available or manufactured.

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SERVICE CONCURRENCE

SECTION 8

TITLE SHEET

Schedule of Rates, Charges
and Regulations Applicable to Intrastate Services
that Amherst Telephone Company
Concurs

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SERVICE CONCURRENCE

ACCESS SERVICE

A. CONCURRENCE IN REGULATIONS AND CHARGES OF WISCONSIN
STATE TELEPHONE ASSOCIATION:

1. The Company concurs in the Access Service Tariff and all future modifications filed by the Wisconsin State Telephone Association and approved by the Wisconsin Public Service Commission except where a nonconcurrence is filed or provisions of the Tariff the Company does not concur as set forth below.
2. The Company does not concur in any section of the Tariff that requires the Company to furnish services or facilities which it does not have or where the furnishing of such services or facilities impair or interfere with the provision of services to the Company's end users.
3. If any provision of said Tariff is in conflict with any Order, Tariff or Rule of the Public Service Commission on billing, deposits or disconnections or any other Order or Rule of the Public Service Commission, that Order or Rule supersedes this Tariff.
4. The Company specifically does not concur in the following sections of the Tariff:

NONE

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SERVICE CONCURRENCE

BELL CHANNEL SERVICE

A. CONCURRENCE IN REGULATIONS AND CHARGES OF WISCONSIN
BELL, INC.:

1. The Company concurs in the rates and regulations governing Bell Channel Services as filed by Wisconsin Bell, Inc., with the Public Service Commission of Wisconsin.
2. The Company extends this concurrence to any and all changes which may be made subsequent to this date by Wisconsin Bell, Inc.
3. The Company hereby expressly reserves the right to cancel and make void this concurrence at any and at such time as it appears that such cancellation is to the best interest of the Company, subject to such directives of the Public Service Commission of Wisconsin as apply to such cancellation.

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SERVICE CONCURRENCE

CALL-PAK SERVICE ¹A. CONCURRENCE IN REGULATIONS AND CHARGES OF WISCONSIN
BELL, INC.:

1. GENERAL

Call-Pak Service is a plan whereby customers may place certain intrastate long distance calls over routes of 14 or 26 or less in length during certain specified hours at a bulk rate in lieu of the filed Long Distance Message Telecommunications rates for those calls.

2. CONCURRENCE

- a. The Company concurs in the rates and regulations governing the Call-Pak Service (i.e. Wisconsin Optional Bulk Rate Call-Pak Service) as filed by the Wisconsin Bell, Inc. with the Public Service Commission of Wisconsin.
- b. The Company extends this Call-Pak Service concurrence to any and all changes which may be made subsequent to this date by the Wisconsin Bell, Inc.

NOTE 1: Call-Pak Service is a discontinued service, Grandparented, and is only available to existing customers

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SERVICE CONCURRENCE

EXTENDED AREA ACCESS SERVICE

A. GENERAL

The Company will permit customers of interexchange carriers to use Extended Area Service to access those carriers for the purpose of connecting with the interexchange carrier's toll switch and the Company will permit the interexchange carrier to use its Extended Area Service facilities to terminate calls from its toll switch under the terms and conditions contained in this tariff.

B. DEFINITIONS

1. Access Location Exchange -

An exchange where an interexchange carrier terminates its service and/or purchases access service.

2. Extended Area Access Service -

A service which utilizes the Extended Area Service facilities of one or more Local Exchange Carriers to permit customers in the Extended Area Service Exchange to access an interexchange carrier switch or to terminate calls from the interexchange carrier switch to customers in the Extended Area Service exchanges.

3. Extended Area Service Local Exchange -

The end office switch of a Local Exchange Carrier that has Extended Area Service facilities connecting to an access location exchange.

4. Extended Area Service Switching -

The Extended Area Service Local Exchange's central office local switching equipment used for Extended Area Service.

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SERVICE CONCURRENCE

EXTENDED AREA ACCESS SERVICE (Cont'd)

B. DEFINITIONS (Cont'd)

5. Extended Area Service Traffic -

The local traffic that originates in one exchange and terminates in another exchange of the Extended Area Service calling area. Extended Area Service traffic does not include calls that are carried by interexchange carriers or resellers.

6. Extended Area Service Transport -

The transmission facilities between the Company's Extended Area Service switch(es) and the point -where those transport facilities meet the transport facilities of the next local exchange carrier (the meet point) on the Extended area route. If the exchanges involved are exchanges of the Company, it is the transmission facilities between the Extended Area switches of each exchange.

7. Extended Area Service Transport Termination -

The transport path at each telephone company switching office and includes the transport portion of the central office switching and central office switching and central office circuit equipment.

8. Interexchange Carrier -

A carrier which provides telecommunications service between exchanges using its own facilities, reselling interexchange service of other carriers or a combination of those.

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SERVICE CONCURRENCE

EXTENDED AREA ACCESS SERVICE (Cont'd)

B. DEFINITIONS (Cont'd)

9. Line Termination -

Provides the termination of the end user line in the Extended Area Service Local Exchange switch.

C. INTEREXCHANGE CARRIER RESPONSIBILITIES

1. The interexchange carrier shall supply the Company with all telephone numbers which its customers may use to gain access to the facilities of the interexchange carrier for the purpose of placing toll calls. The Company shall be notified of any changes in these access numbers and supplied with any new access numbers prior to their use.
2. The interexchange carriers shall abide by the regulations set forth in this tariff.

D. REGULATIONS

1. If the Company elects to measure the interexchange traffic which utilizes the Extended Area Service Network, it shall use industry standard measuring methodology as is used for traffic studies under Part 67 of the FCC Rules and Regulations.
2. If the Company performs a cost study to establish rates for the Extended Area Access Service, it shall use industry accepted costing and separations methodology under Parts 67 and 69 of the FCC Rules and Regulations.

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SERVICE CONCURRENCE

EXTENDED AREA ACCESS SERVICE (Cont'd)

D. REGULATIONS (Cont'd)

3. The mileage to be used to determine the monthly rate for the Extended Area Service Transport is calculated on the airline distance between the Extended Area Service Local Exchange Carrier Exchange switch, which may be a remote switching location, and the meet point with the next Local Exchange Carrier or the Extended Area switch in the next exchange of the same Local Exchange Carrier on the Extended Area Service route.

4. For originating calls, usage measurement begins when the originating Extended Area Service Local Exchange Carrier Exchange switch receives answer supervision indicating the customer has accessed the interexchange carrier's toll switch.

The measurement of originating call usage ends when the originating Extended Area Service Local Exchange Carrier Exchange switch receives disconnect supervision.

For terminating calls, the measurement of access minutes begins when the access location exchange switch receives answer supervision indicating the terminating end user has answered.

The measurement of terminating call usage ends when the terminating access location exchange switch receives disconnect supervision indicating the terminating end user has terminated.

5. When a Company knows an interexchange carrier is in violation of this tariff, the Company will notify the interexchange carrier of the violation. If the violation creates a dangerous or emergency condition or materially impedes telecommunications service to any of the Company customers the Company may take immediate action, including blocking or suspension of service as is necessary for the protection of the Company subscribers and the telecommunication network.

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SERVICE CONCURRENCE

EXTENDED AREA ACCESS SERVICE (Cont'd)

D. REGULATIONS (Cont'd)

6. If the interexchange carrier violates the terms of this tariff and is notified of such violation by the Company, the interexchange carrier shall immediately correct the violation and advise the Company in writing within five days after receipt of the notice referred to in Section C.5. that the violation has been corrected.
7. Failure of the interexchange carrier to correct the violations and notify the Company per Section C.6. will result in suspension or blocking of the service until such time as the interexchange carrier complies with the provisions of this tariff.
8. Failure of the interexchange carrier to pay for the service shall result in suspension or blocking of the service. The disconnect and dispute procedure for business customers as set forth in PSC 165.025 and PSC 165.0535, Wisconsin Administrative Code, shall be followed.
9. If the Company does not measure the originating traffic, it shall use as a surrogate the ratio of its access lines to the total access lines in the access location company's Extended Area Service which are not measured multiplied by the total unmeasured origination usage for each interexchange carrier.
10. If the Company does not measure the terminating traffic it shall use as a surrogate the ratio of its access line to the total access lines in the access location company's Extended Area Service calling area which are not measured multiplied by the total unmeasured terminating usage from each interexchange carrier.
11. The Company shall use the transitional rates from its Intrastate Interlata Access Charge Tariff in all exchanges where it does not have available Feature Group D capabilities. Premium rates shall be used in all exchanges with Feature Group D capability.

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SERVICE CONCURRENCE

EXTENDED AREA ACCESS SERVICE (Cont'd)

E. RATES AND CHARGES

1. Extended Area Service Transport rates are made up of an EAS Transport Termination rate which is assessed on a per access minute basis and an Extended Area Service Transport Facility rate assessed on a per mile per access minute basis. The Extended Area Service Transport Port Termination rate provides for the transmission path at the Company switching office at each end of the Extended Area Service route and includes the Transport portion of Central Office Switching and Central Office Circuit Equipment.

	EAS Transport Facility	EAS Transport Facility
a. Premiums		
Per Access Minute	*	
Per Mile Per Access Minutes		**
b. Transitional		
Per Access Minute		**
Per Mile Per Access Minute		**

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SERVICE CONCURRENCE

EXTENDED AREA ACCESS SERVICE (Cont'd)

E. RATES AND CHARGES (Cont'd)

2. EAS switching rate element provides for the use of central office switching equipment at the end office.

Rate Per
Access Minute

(a) Premium ***

(b) Transitional ***

3. Line Termination provides the termination of end user lines in the Extended Area Service Local Exchange Carrier's switch.

Rate Per
Access Minute

(a) Premium *****

(b) Transitional *****

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SERVICE CONCURRENCE

EXTENDED AREA ACCESS SERVICE (Cont'd)

E. RATES AND CHARGES (Cont'd)

- * The Company concurs in the respective rates contained in the Wisconsin State Telephone Association Access Tariff for the Premium and Transitional Switched Access Service Local Transport Termination. If that rate includes termination at both ends, this rate shall be one-half that rate.
- ** The Company concurs in the respective rates Contained in the Wisconsin State Telephone Association Access Tariff for the Premium and Transitional Switched, Access Service Local Transport Facility.
- *** The Company concurs in the respective rates contained in the Wisconsin State Telephone Association Access Tariff for the Premium and Transitional Switched Access Service Local Switching.
- *** The Company concurs in the respective rates contained in the Wisconsin State Telephone Association Access Tariff for the Premium and Transitional Switched, Access Service End Office Line Termination.

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SERVICE CONCURRENCE

FOREIGN EXCHANGE SERVICE

A. GENERAL

Foreign Exchange Service is exchange service furnished from a central office of an exchange other than the exchange normally serving the area in which the customer is located.

B. CONCURRENCE

1. The Company concurs in the rates, rules and regulations governing Foreign Exchange Service as filed by Wisconsin Bell, Inc. with the Public Service Commission of Wisconsin.
2. The Company extends this concurrence to any and all changes which may be made in the future by Wisconsin Bell, Inc.

C. CONSTRUCTION CHARGES

1. Rates, Rules and Regulations governing construction charges as set forth in other parts of this tariff, apply to any construction necessary within the serving central office area.
2. Foreign Exchange Service Customers are required to pay for all necessary construction from their premises to the exchange boundary of the serving central office.

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

C. REGULATIONS (Cont'd)

15. Payments

- a. Except as specified elsewhere in this tariff, the rates and/or charges for Telecommunications Services are payable monthly in advance. Bills are due on the due date shown on the bill and are payable at the address shown on the bill.
- b. If an objection to an item or items appearing on a bill is not received by the Company within two months after such bill is rendered, all items and charges appearing thereon shall be determined to be correct and binding upon the Customer of Record. A bill will not be deemed correct and binding upon the Customer of Record if either the Company or the Customer of Record has records to substantiate the objection.
- c. The Company reserves the right to require an advance payment from the Customer of Record. Advance payments are applied to the Customer of Records' charges.
- d. A Customer of Record may be required to make a deposit. The need for a deposit is based on an existing Customer of Record's payment history with the Company. A deposit may also be required when a new Customer of Record requests service, pursuant to PSC 165.051 procedures.

(N)

(N)

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SERVICE CONCURRENCE

VACANT

(D)

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/1/ Material now appears in Section 4 on Sheet 3.1.

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SERVICE CONCURRENCE

MISCELLANEOUS EQUIPMENT AND SERVICES NOT LISTED IN THIS TARIFF

A. CONCURRENCE IN REGULATIONS AND RATES OF WISCONSIN BELL, INC.:

1. The Company concurs in the filed rates, rules and regulations of the Wisconsin Bell, Inc. for other miscellaneous services not listed in this Tariff.
2. The Company extends this concurrence to any and all changes which may be made to this date by the Wisconsin Bell, Inc.

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SERVICE CONCURRENCE

SPECIAL COLLECT TOLL SERVICE

A. GENERAL

1. Special Collect Toll Service is an arrangement whereby charges for toll messages will be automatically reversed to the called customer without specific request of the calling party. (i.e., Enterprise Service)
2. The Company assigns a special call number designation for the use of customers in each exchange in which the service is to be furnished. Directory Listings in the alphabetical and classified sections is provided without charge for each such exchange.
3. Calls for the special number designation are accepted only when originated at telephones located in the exchange to which the special number has been assigned and only those toll calls placed by calling the special number are considered as coming within the scope of the service.
4. Customers contracting for the special collect toll service assume all charges for completed calls made to their special numbers.

B. RATES

1. Each completed call is charged for at the established rate for a completed sent-paid station-to-station call, plus any applicable surcharges as dictated by approved tariffs.
2. Additional Directory Listings are available at rates covering this service specified in this Tariff.

C. CONCURRENCE

The Company concurs in the rates and regulations governing the Special Reverse Charge Toll Service (Special Collect Toll Service), as filed by the Wisconsin Bell, Inc. with the Public Service Commission of Wisconsin.

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VACANT

(D)

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RESALE OF LOCAL EXCHANGE SERVICES

SECTION 9

TITLE SHEET

Resale of Local Exchange Services
Applicable to Intrastate Services of
Amherst Telephone Company

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES

(N)

A. GENERAL

1. The Company will not prohibit, and will not impose unreasonable or discriminatory conditions or limitations, on the resale of regulated Telecommunications Services at retail rates and/or charges.
2. Telecommunications Services shall be available for resale in each serving exchange area wherever the requested Telecommunications Service is offered, subject to the availability of the service(s) and existing facilities.
3. Upon purchasing Telecommunications Services for resale, the Customer of Record agrees to resell these services in accordance with rates, charges, rules and regulations applicable in the Company's tariff. All services purchased for resale may only be resold consistent with the terms and conditions provided to the Company's end user Customers.

B. DEFINITIONS

1. Company

Company is synonymous with Amherst Telephone Company.

2. Customer of Record

The Customer of Record, as used within this section of the tariff, shall mean the party of a resale arrangement which contracts directly with the Company for the Telecommunications Services to be resold to End User Clients.

(N)

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

B. DEFINITIONS (Cont'd)

3. End User Clients

End User Clients as used within this section of the tariff shall mean the party of a resale arrangement which contracts with a Customer of Record for Telecommunications Services resold pursuant to the provision of this tariff.

4. Exchange Serving Area

The Exchange Service Area is the geographic area served by an exchange, as outlined by an Exchange Area Boundary Map, established for the administration of Telecommunications Services. It consists of one or more central offices and the associated plant used in furnishing Telecommunications Services within the geographic area.

5. Resale

Resale occurs when the Customer of Record subscribes to a Telecommunications Service for the purpose of selling such service(s) to End User Clients or another certified local service reseller for profit.

6. Telecommunications

"Telecommunications" means the transmission, between or among points specified by the user, of information of the user's choosing, without change in the form or content of the information as sent and received.

(N)

(N)

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

(N)

B. DEFINITIONS (Cont'd)

7. Telecommunications Service

"Telecommunications Service" means the offering of Telecommunications for a fee directly to the public, or to such classes of users as to be effectively available directly to the public, regardless of the facilities used.

C. REGULATIONS

1. All applicable rates and charges for such service will be billed to the Customer of Record. The Company will not be responsible for the manner in which the service(s) is used by the End User(s) or how the Customer of Record allocates the rates and/or charges to the End User(s).
2. The Company will only accept service order activity from the Customer of Record on resale arrangements. The Company will respond to repair and maintenance requests from the End User Clients of the Customer of Record, as negotiated between the Customer of Record and the Company. All applicable rates and charges for repair service will be billed as negotiated between the Customer of Record and the Company.
3. The rates and charges for Telecommunications Service(s) that are resold at retail rates and/or charges are specified in the appropriate section of this tariff.
4. The rules and regulations, as specified in the other sections of this tariff, are also applicable to Telecommunications Service(s) that are resold.

(N)

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

(N)

C. REGULATIONS (Cont'd)

5. Service Charges and Installation Charges, as specified elsewhere in this tariff, are applicable to the installation, rearrangement, activation, move or change of Telecommunications Services that are resold.
6. Directory Listings for the End User Clients of Customers of Record who resell service, will be provided at the rates and/or charges as specified elsewhere in this tariff for additional Directory Listings.
7. It is the responsibility of the Customer of Record to provide information to the Company about the End User Client, which is necessary for the updating of E911 or 911 databases, prior to the activation of the End User Client(s).
8. The updating of Line Information Databases will be negotiated between the Customer of Record and the Company.
9. The direct provision of Telecommunications Services shall be to the Customer of Record, but nothing contained in this tariff nor the resale arrangement shall be construed to inhibit, diminish or prohibit the Company from contacting End User Clients about the availability of the Company's service offerings, subject to Federal Communication Commission regulations.
10. End User Clients have the option of obtaining service directly from the Company at all times. The Company retains its rights to fulfill its obligations as a common carrier of Telecommunications Services, pursuant to the Company tariffs, the Public Service Commission of Wisconsin rules and regulations, and local and federal laws.

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

(N)

C. REGULATIONS (Cont'd)

11. Termination of Service

a. Customer of Record Initiated Termination

It is the responsibility of the Customer of Record of the resale arrangement to negotiate service for their End User Clients in the event of the voluntary termination of service. The Company must receive written notice from the Customer of Record of the resale service outlining their conversion plan of service for their End User Clients. The Company must receive written notice no later than thirty (30) days prior to the planned termination of service. The Company reserves the right to provide service directly to the End User Clients of the Customer of Record, at the applicable rates and charges set forth in other sections of the Company's tariff, in order to maintain their continuity of Telecommunications Service.

b. Company Initiated Termination

- (1) Delinquency or failure to pay for services provided to a Customer of Record of resale arrangement will result in termination of service. In the event of termination of service for non-payment, all other provisions set forth in other sections of the Company tariff shall apply and the Customer of Record will be responsible for all outstanding charges. The Company reserves the right to provide service directly to the End User Clients of the Customer of Record, at the applicable rates and charges set forth in other sections of the Company tariff, in order to maintain their continuity of Telecommunications Services.

(N)

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

(N)

C. REGULATIONS (Cont'd)

11. Termination of Service (Cont'd)

b. Company Initiated Termination (Cont'd)

- (2) Any services which are resold and being used in violation of the tariff will be terminated pursuant to PSC 165.052 procedures.
- (3) The Customers of Record must reapply for service if their service has been terminated.

12. End User Client Reseller Selections

- a. No Customer of Record shall submit or execute a change in an End User Client's selection of a provider of local exchange service except in accordance with such verification of order procedures as prescribed by the Federal Communications Commission and/or the Public Service Commission of Wisconsin.
- b. For any change in an End User Client's selection of a provider of local exchange service a non-recurring charge, as specified in this section of the tariff, will be assessed to the Customer of Record.
- c. If the Customer of Record requests a change in an End User Client's selection of a provider of local exchange service and the End User Client denies requesting the change, and the Customer of Record cannot substantiate the change, the Unauthorized Change Charge as set forth in this section of tariff will apply to the Customer of Record.

(N)

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

(N)

C. REGULATIONS (Cont'd)

1.2. End User Client Reseller Selections (Cont'd)

- d. In those instances where the Company makes a repair visit to the End User Client's premises and the service difficulty is due to a condition in the End User Client's provided wire or equipment, applicable Company charges will apply and be billed to the Customer of Record. Only the End-User Client or Customer of Record can initial a premise visit.

13. Restrictions on the Resale of Telecommunications Services

- a. Residential services may not be resold to business Customers where there are differences in the prices of residential and business service.
- b. Telecommunications Services and network capacity provided to public institutional telecommunications users at a discount cannot be resold, sold or otherwise transferred by those recipients in consideration for money or any other thing of value.
- c. Uniquely rendered services, such as 911 Emergency Service, Telecommunications Relay Service (TRS) and Telecommunications Devices for the Deaf (TDD) are exempt from resale requirements.
- d. Extended Community Calling (ECC) Service, Business Network Access Line Service, and usage service within a local calling area cannot be used or resold as a substitute for access service.
- e. Promotional prices offered for a period of 90 days or less will not be offered to a Customer of Record.

(N)

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

(N)

C. REGULATIONS (Cont'd)

13. Restrictions on the Resale of Telecommunications Services (Cont'd)

- f. The Resale of Telecommunications Service(s) is not available to Telecommunications Service(s) provided by market and/or field trials. The Resale of Telecommunications Service for service(s) provided by market and/or field trials, however, may be provided when the market and/or field trial has expired and the Company provides such service(s) on a tariffed basis.
- g. A "Grandparented" service is a service that is only available to existing Customers. The resale of "Grandparented" service is allowed, but the "Grandparented" service is only available for resale to the "Grandparented" Customers.
- h. A Centrex Line cannot be resold as a single line product.
- i. A Centrex Line cannot be used or resold as a substitute for Feature Group B Access Service.
- j. Customers of Record are required to be certified as a Telecommunications Reseller by the Public Service Commission of Wisconsin. The Customer of Record must provide the Company with a copy of the certification prior to receiving service from the Company.

(N)

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

(N)

C. REGULATIONS (Cont'd)

13. Restrictions on the Resale of Telecommunications Services (Cont'd)

- k. Customers of Record who resell services shall indemnify, defend and save the Company harmless against any and all claims which may arise from or in connection with such resale including, but not limited to, claims for libel, slander, infringement of copyright, trademarks or patents, claims for injuries to persons or property damage in connection with the Company's service, arising out of any act of omission of the Customer of Record or End User Client in connection with facilities provided by the Company or the Customer of Record or End User Client, claims for interruption of or deficiencies, failures or errors in service and any consequences thereof and claims arising from mistakes in or omissions of directory listings, including but not limited to reasonable attorneys fees and disbursements. Such Customers of Record shall provide at their expense and keep in full force and effect a policy of adequate insurance covering the indemnification provision above, and such policy shall name the Company as an additional insured.
- l. The Company shall not be required to sell service where the proposed use of the service or facilities could injuriously affect the efficient use of the Company's plant, property or service.
- m. Except as otherwise provided herein, the Company holds all rights to telephone numbers assigned to its network. The Company may change such number assignment as needed. The Customer of Record and its End User Clients have no ownership of the numbers, subject to Federal Communications Commission and Public Service Commission of Wisconsin rules and regulations.

(N)

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

(N)

C. REGULATIONS (Cont'd)

13. Restrictions on the Resale of Telecommunications Services (Cont'd)

- n. An End User Client who changes service providers while remaining connected to the same Company port may retain the same telephone number following the change.
- o. Every Customer of Record purchasing service from the Company must abide by Privacy Considerations as provided by federal or state laws and/or the rules and regulations of the Public Service Commission of Wisconsin.
- p. Other reasonable conditions or limitations on the resale of Telecommunications Services may be imposed as appropriate.

14. Provision of Service to be Resold

- a. Business rates apply to the End User Clients service furnished:
 - (1) In office buildings, stores, factories and all other places of a business nature.
 - (2) In hotels, apartment houses, clubs and boarding and rooming houses except when all stations are within the End User Client's domestic establishment and no business listings are provided; colleges, hospitals and other institutions, except when the station is located in a patient's room; and in churches except when the station is located in a member of the clergy's study.
 - (3) At any location when the Company or other Directory Listing indicates a business or a profession.

(N)

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TELEPHONE RATE FILE

AMHERST TELEPHONE COMPANY

Name of Utility

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Section No.	9
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Amendment No.	0 0

RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

(N)

C. REGULATIONS (Cont'd)

14. Provision of Service to be Resold (Cont'd)

- a. Business rates apply to the End User Clients service furnished:
(Cont'd)
 - (4) At any location where the substantial use of the service is occupational rather than domestic.
- b. Residence rates apply to End User Client service furnished in any part of an End User Client's home or apartment.
- c. All coin Telecommunications Service is classified as business service regardless of the location.
- d. The Company may have access to an End User Client's property during normal working hours, or other hours in the event of an emergency, to inspect, remove or repair its equipment or facilities.

(N)

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Section No. 9

Sheet No. 14

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

(N)

C. REGULATIONS (Cont'd)

15. Payments (Cont'd)

- e. Subject to state and federal laws, the Company reserves the right to refuse an application for service made by a present or former Customer of Record who is indebted to the Company for any Telecommunications Services previously furnished until such indebtedness is satisfied. In the event that service is connected for a Customer of Record who is indebted to the Company for Telecommunications Services previously furnished, the service may be terminated by the Company.
- f. The Customer of Record or End User Client must provide the necessary electric power where and when needed.

16. Minimum Charges

a. General

Unless otherwise stated, the minimum charge for any service is the monthly charge for that service. However, when service is disconnected in the middle of a monthly billing period (except the initial period), the Customer of Record will be charged only for the actual period of service.

The minimum charge for additional Directory Listings is the charge for the duration of the Directory in which the listing is first effected except in cases where the service is terminated by the Company, in which case the charge shall be for the actual period of service.

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Sheet No. 15

Amendment No.

RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

(N)

C. REGULATIONS (Cont'd)

16. Minimum Charges (Cont'd)

b. Cancellation or Change of Application Prior to Establishment of Service

If a Customer of Record requests service and then cancels the order before the Company has completed it, the Customer of Record shall pay the greater of any costs the Company has already incurred in connection with the order or the normal minimum charges.

c. Service Charges as specified elsewhere in this tariff, apply on a per End User Client order for all work or service to be provided at one time on the same premises, for the same End User Client.

d. The Company reserves the right to back-bill the Customers of Record that place unauthorized or improper orders. This charge will be based on the costs associated with correcting the error in the records and the service(s) involved.

e. Customer of Record Change Charge

A Customer of Record Change Charge applies each time an End User Client changes Customer of Record. This charge is designed to cover administrative costs of changing the Customer of Record in the billing systems and switching systems where needed. The receiving Customer of Record is assessed this charge. This charge applies when moving from one Customer of Record to another.

Customer of Record Change Charge \$20.00

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

(N)

C. REGULATIONS (Cont'd)

16. Minimum Charges (Cont'd)

f. Unauthorized Order Charge

In the event an End User Client is changed from one service provider to another without the approval of the End User Client, the Customer of Record initiating the change shall be levied a charge per End User Client. The Customer of Record initiating the change shall have the onus of proving that the change was authorized by the End User Client.

Unauthorized Order Charge \$35.00

17. Residential Retail Monitoring

The Company may review on a periodic basis a representative sample of residential service purchased by Customer of Record to establish authenticity as residential End User Clients. If the End User Client is found to be a business subscriber, the Customer of Record will be charged for all prior months' service differential for business service for that time and will be placed on business rates immediately.

18. Taxes and Surcharges

The Customer of Record is responsible for collection and remitting to the proper tax authorities or fund administrator all state and federal taxes, universal service fund contributions and other taxes or surcharges applicable to End User Clients.

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RESALE OF LOCAL EXCHANGE SERVICES

RESALE OF TELECOMMUNICATIONS SERVICES AT RETAIL RATES (Cont'd)

(N)

C. REGULATIONS (Cont'd)

19. Exemption, Suspension or Modification

The Company has filed this tariff pursuant to the Public Service Commission of Wisconsin Order contained in a letter order dated May 17, 1996 for docket 05-TI-140. 47 U.S.C. 251(f) provides for the Company to petition the Public Service Commission of Wisconsin for an exemption, suspension or modification of the application of 47 U.S.C. 251(b) or (c), which contain the requirements concerning resale of Telecommunications Service by the Company. The filing of this tariff is not a waiver of any rights the Company has to petition for an exemption, suspension or modification of the resale of Telecommunications Services or any of the terms of this tariff. This tariff is conditioned on the Company's right to petition for any exemption, suspension or modification of resale of Telecommunications Service.

20. Exemption, Suspension or Modification (Continued)

The filing of this tariff is not a waiver of any rights the Company may have under 47 U.S.C. 253(f) or any other rights contained in Title 47 of the United States Code. The filing of this tariff is conditioned on the Company's right to ask for considerations as contemplated in 47 U.S.C. 253(f) or any other section contained in Title 47 of the United States Code.

(N)

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